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**Job Description**

## Job Title: Quality Assurance Manager

## Reporting To: Group Quality Assurance & Inspection Manager

## Location: Southwest based with nationwide travel

# Job Overview

At Salutem, we believe everyone should have the opportunity to live a healthy, active and fulfilling life, regardless of their background or disability. We aim to provide safe and stimulating environments for adults and young people that allow choice and control towards independence.

To ensure the highest standards of quality in the provision of care and support

for adults and young people The Quality Assurance Manager will oversee the

implementation of quality assurance processes, ensure compliance with

relevant regulations, and lead initiatives for continuous improvement in service delivery

To work alongside the Group Quality Assurance and Inspection Manager in providing robust monitoring and governance systems in ensuring that Salutem locations comply as a minimum to quality performance key indicators and exceed regulatory requirements and support identified locations on a journey towards Outstanding.

 Ensuring there is a consistent approach to best practice in the provision of identified outcomes and as a minimum ensuring all locations are ‘inspection ready’.

Ensure compliance with local, national, and international regulations and standards, such as those set by the Care Quality Commission (CQC) or equivalent bodies.

Conduct regular audits, assessments, and inspections of locations, identifying areas for improvement and ensuring corrective actions are taken.

To drive and ensure quality initiatives and improvements at a national and regional levels to assist locations to achieve outstanding and excellence in performance outcomes.

Monitor the quality of care provided, conducting regular observations and audits to ensure compliance with standards and to identify training needs.

To provide support and information to senior and registered managers to enable effective responses to regulatory reports.

To develop and maintain effective working relationships with external local compliance managers and inspectors that ensures effective and regular communication.

To work closely with the shared service teams to ensure a consistent and robust approach to achieving best practice.

To undertake quality assurance assessments and inspections in line with the Salutem Assessment Framework.

Monitor incidents, complaints, and safeguarding concerns, ensuring they are investigated promptly and effectively

To keep abreast of landscape regulatory (CQC, Osfted, CIW and Estyn) changes working collaboratively with colleagues to meet maintain compliance.

Location: National remit for all divisions

Hours: 40 hours a week

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Work Alongside the Group Quality Assurance and Inspection Manager, set quality improvement objectives and recommendations for the company that are benchmarked against all legal frameworks and external and internal accepted standards, research and good practice and track and report this progress against clear targets.

Undertake internal regulatory compliance inspections in agreement with the Group Quality Assurance and Inspection Manager and ensure that annual program of inspections is achieved and that responses to significant events or locations that have characteristics of underperforming are inspected and supported.

Promote and implement person-centered planning, ensuring that care plans are tailored to the individual needs, preferences, and aspirations of individuals we support.

Monitor the effectiveness of person-centered plans, making adjustments as necessary to improve outcomes for individuals we support.

Provide day-to-day leadership and guidance to staff, ensuring that they deliver high-quality, person-centered care.

Role model best practices in care delivery, demonstrating effective techniques and approaches in working with individuals we support.

Support staff in developing their practice, providing coaching, feedback, and mentoring to enhance their skills and confidence.

Ensure that accurate and timely collection of meaningful quality data and reports are provided to the group leadership teams to ensure that an understanding of benchmarks of standards and regulations are present in services.

Ensure that staff are up-to-date with the latest developments in care standards, regulations, and effective practices.

Develop, implement and monitor relevant and appropriate action plans in relation to non-compliance and/or poor performance.

To provide thematic reports to Group Quality Assurance and Inspection Manager of internal and external compliance reviews including lessons learnt.

Contribute to policy development to ensure that company policy is relevant to current regulatory requirements.

Ensure that any issues or concerns of compliance, standards of care and legislative regulations are identified, understood and planned and in partnership with Group Quality Assurance and Inspection Manager and shared services, implement change where this is required, to a level that meets the outstanding outcomes.

Working with the Group Quality Assurance and Inspection Manager to lead on specific projects to ensure that appropriate location development strategies are in place to support the varying complexities of People who use services, incorporating industry best practice and to be a leader in their respective field.

Develop manage and maintain strong working relationships with both internal and external stakeholders in regard to Compliance and Quality concerns.

Be an ambassador for the group on quality, communicating key initiatives and driving the message of the importance of quality across all sites within the Salutem

To ensure appropriate quality has continuous improvement in practice leadership in all areas for the people who Salutem support.

Exercise strong leadership in a style and manner consistent with the company’s values, ensuring the ever-changing needs of Salutem are communicated and represented.

Maintain accurate and up-to-date records of quality assurance activities, audits, assessments, and action plan.

Develop and promote an open and fair culture to ensure that Quality

concerns are managed appropriately, focusing on corrective action and lessons learnt.

Secure effective engagement with senior managers, departmental leads, Regional Directors and Registered Managers to encourage cross professional collaboration to enable locations to achieve outstanding and excellence in performance outcomes.

Identifying areas of service improvement inline Salutem service improvement process

**Regulatory Compliance**

Implement appropriate methods to monitor compliance against UK wide regulation through the use of regular internal compliance inspections.

Proactively assist Registered Managers and staff, when necessary, in the successful execution of regulatory inspections

Ensure that there is a robust system for managing and having oversight on notifications to the regulator and to communicate these to senior managers where this creates an organisational risk.

Develop sound systems to ensure that all regulatory evidence is effectively collated and updated and accessible at location level.

Provide assistance and direction to Registered Managers when responding to compliance reports and developing action plans as required with clear timeframes embedded within the action plans.

Undertake internal regulatory compliance inspections as per an annual programme and in response to significant events.

Working with the Group Quality Assurance and Inspection Manager develop and implement appropriate professional standards and monitor adherence to policies and procedures at all levels within the group to ensure continued compliance.

Ensure that excellence in communication and engagement of staff, individuals we support, and stakeholders is at the centre of everything we do.

To support and contribute to the development of the quality strategy.

To support and contribute to the development of the annual quality assurance and regulatory report.

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# Our Values

-We are **Supportive** by promoting opportunities for everyone so they can reach their full potential

-We are very **Ambitious** to provide the best possible outcomes for the people who use our services

-We are **Loyal** because we put the people that we support and our staff at the centre of everything we do, and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders

-We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality

-We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences, and we are committed to doing things better and setting the highest standards in what we do

-We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders

-We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities



# Knowledge, skills and competency

Personal Skills and attributes

Demonstrates awareness, diplomacy, sensitivity and empathy with the issues of vulnerability, disability and independence.

Demonstrates the ability to plan and manage the workload required to meet the compliance aspects of the organisation

Demonstrates excellent written and verbal communication skills.

Shows the ability to be flexible, respond positively to change, and work effectively under pressure and deal with conflicting priorities.

Provides evidence of effective IT skills

Has a proven, extensive experience of working in a social care, training, or health setting.

Demonstrates a commitment to ongoing personal development.

This is an outline of the post holder’s key duties and responsibilities. It is not intended as an exhaustive list and may change according to service needs, following discussion with the post holder.

**Essential Core Competencies**

* Degree level educated in health or social care related area is desirable.
* Minimum 5 years health/Social care experience.
* Experienced of UK healthcare regulation and full understanding of the principles of regulation and compliance
* Clinical audit and effectiveness experience.
* Experience in delivering change within an organisation.
* Experience of responding to compliance shortfalls in a systematic way.
* Experience in communicating at a range of levels within an organisation.
* Experience of planning and delivering training.
* Experience of Policy development and implementation
* Experience of working with individuals supported by Salutem Care and Education to improve service delivery and experience.
* Proven track record of developing effective partnerships and joint working both internally and externally with outcomes that benefit people we support and builds the reputation of Salutem as a leader in excellence.
* Demonstrable knowledge of how to create and maintain a competent management information system including the care management systems.
* Demonstrable knowledge of the statutory, regulatory, and legislative framework applicable together with the key operational issues relevant to the specific post.
* Capacity to work under pressure, meet competing deadlines and organisational priorities with the ability and willingness to empower others through effective delegation.
* Experience of or demonstrable ability to provide high quality, management information reports for senior colleagues.

**Specific role-based competencies**

Proven track record in leading the development, impact measurement and evaluation of policy and procedure development and its dissemination.

Demonstrable experience in the development, delivery and evaluation of inspections and their outcomes

Awareness of or experience of working within a Quality Assurance environment,

Demonstrable commitment to and experience of welcoming diversity/diverse ways of working and co-production as standard practice.

Demonstrable commitment to contributing to the embedded learning culture of the Quality Team.

**Personal Qualities**

**Supporting Salutem:** Leads by example and represents Salutem positively and accurately.

**Taking responsibility:** Takes responsibility for, maintaining a no blame culture while ensuring people are accountable and can learn from their mistakes.

**Solving problems:** Anticipates risks and works across teams to deal with and find resolutions.

**Valuing People we support** Ensures that teams consistently deliver quantifiably excellent customer service.

**Working as part of a team:** Builds and maintains performance by coaching, mentoring, developing and managing effectively.

**Travel and residence**

Regular business trips will be required throughout England and Wales and potentially elsewhere that may require overnight stays or longer as business needs dictate.