

Quality Excellence Specialist

Role Purpose

To deliver the quality strategy by working with frontline leaders to achieve and sustain quality improvement, championing the needs of people supported in the region, and to act as trusted partner to ensure quality, continuous improvement and regulatory compliance in the delivery of robust and person-centred care and support which enables people to live their best possible lives.

Key Accountabilities

Service Delivery

- To undertake a range of audits to monitor quality and compliance which meets internal and external assurance requirements to support the achievement of care quality excellence, recognised by our regulators.
- To monitor, coach, mentor, guide, and support operational colleagues to action improvements identified by audits, escalating risks as required, to build organisational capability and enable the people we support to live the best possible life.
- To actively support services during regulatory inspections, and subsequent action plans, to ensure regulatory compliance, deliver excellent support that enables people to live their best life possible.
- To be involved in Voice Groups, include people we support in audits, to ensure that the people Community Integrated Care support play an active role within the Quality monitoring of their service, including working alongside the Quality Advisors.

Legal, Risk and Compliance

- Provide monitoring and reporting data on regional quality standards to facilitate effective decision making. This will include analysis of data, identifying and highlighting risks and concerns along with making recommendations for improvement.
- To input to continuous review and development of appropriate monitoring systems for the reporting of quality standards in order to identify trends and benchmark across the organisation to ensure risks are managed well and don't mature to issues.
- To identify, report, monitor, and escalate risks identified through service audits, ensuring that operational teams have the right support available to address and resolve risks or issues, contributing to a psychologically safe culture for the management and resolution of concerns.
- To support the Senior Quality Managers and Operational Managers on the development and delivery of Service Improvement to ensure that it reflects the needs of the business, and incorporates the standards laid down by CQC, CI, Commissioners, Funders; the people we support and their families/advocates. To carry out audits, monitor and validate Continuous Improvement Plan actions, supporting teams in carrying out areas of improvement through coaching, mentoring and at times, completing the work.

Operational Excellence

- Champion exceptional care and support everywhere; including a person-centred ethos in every aspect of the role to support the organisation in achieving excellence, ensuring that the voices of people we support are heard at all times and build a culture of participation and meaningful involvement.

Leading and Managing a Team

- Lead, develop, empower, and engage direct reports to perform at their best by living the Community Integrated Care values and promoting a results focused and harmonious working environment.
- Set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience

People

- Lead, develop and motivate direct reports to attract, retain and develop the capacity, capability and talent to create a high performing team and achieve local objectives.
- Set expectations and manage, monitor, coach and develop direct reports to ensure that they maximise their potential.

Scope and Geography

This is a regional role.

Travel Expectation

This role is primarily based in the region, there is requirement to travel across the region, and some requirement to travel nationally infrequently for meetings or events.

Collaboration

It is expected that the post holder will work proactively and collaboratively with the regional teams Operational Leaders, supporting Business Partners, Managers, and Specialists, and in addition will liaise with Support Services functions including the central quality teams (Clinical, Continuous Improvement, and Governance and Information).

Budgets

This role will not have any direct budgetary accountability.

Structure



Qualifications, Experience, and Knowledge

- Professional qualification is desired, and this might be in a Social Care, health care, or a related field but we recognise and value experience equally.
- Knowledge of the care sector including regulatory and contractual frameworks and relevant legislation
- Understanding of quality assurance systems and processes
- Experience of audits and inspections in a social care setting is essential.
- Experience of managing a care or support related service.
- Desired experience of carrying out or being subject to regulated activity/inspections.
- Awareness of Regulatory requirements

Competencies, Skills, and Abilities

- To be flexible in completing service visits and audits across a range of days and times, including evenings and weekends.
- Understand the regional social care context and promote and enhance our charity's brand and reputation in the pursuit of our charity's objectives.
- Ability to develop credibility with internal and external stakeholders and build good working relationships
- Can identify innovative practice and share learning effectively with colleagues
- Highly self-motivated, proactive and motivated towards excellence and improvement
- Ability to work on own initiative and to established deadlines
- Ability to evaluate information, assess risks, identify concerns and make recommendations
- Excellent written, oral, listening and communication skills

- Able to work as part of a dispersed team of colleagues and travel

Job Description – Key day to day tasks (representative, not exhaustive)

- Provide a critical review of the status of care and support delivery within a service through the provision of initial benchmarking of new services and validation of Management assessments for existing services.
- Audit, action planning and review. Be able to provide a critical review of the status of care delivery within a service, provide guidance and assistance on remedial action planning and then revisit services as appropriate to test whether plans have been implemented and quality improvements achieved.
- Provide guidance on remedial action planning and, in partnership with the Managing Director and Regional Managers, to drive change and ensure standards are understood and met.
- Work in Partnership with the Regional Business unit to improve quality across all of Community Integrated Cares services with a clear focus on delivering personalised care and support.
- Undertake the quality audit programme including undertaking regular quality audits, spot checks, mystery shopping and support regional colleagues to implement improvements.
- Be aware and have an understanding of the standards set by CQC or CI and Local Authority (LA) monitoring tools, and support the Service Leads to prepare for inspection and contract monitoring.
- Provide monitoring and reporting data on regional quality standards to facilitate effective decision making. This will include analysing data, identifying and highlighting risks and concerns along with making recommendations for improvement.
- Support Regional Managers to access and review quality within services and develop SMART continuous improvement plans.
- Ensure that the people Community Integrated Care support play an active role within the Quality monitoring of their service, this will include working alongside the Peer Reviewers.
- Where required, revisit services to evidence that action plans are been implemented and quality improvements are being achieved.
- Gather in examples of excellence and ensure that these are shared across the Region and wider business.
- Provide support in the completion of continuous improvement documentation
- Work with colleagues to continuously review and develop appropriate monitoring systems for the reporting of quality standards in order to identify trends and direct improvement actions.
- To assist colleagues in other activities across the organisation to maintain compliance with other key regulatory processes, e.g. data protection, management of safeguarding, safe management of medication, advice and guidance.

Behaviours and Values

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level 4 in our guide to behaviour.

Job Evaluation

Internal Evaluation Level: 4