

**Role Profile**

**Senior Quality Manager (Complex Care)**

**Role Purpose**

**This role is accountable for overseeing and ensuring the highest standards of care quality within the complex care division. This role includes the development, implementation, and monitoring of quality improvement initiatives, compliance with regulatory requirements, and the promotion of best practices in services.**

**Key Accountabilities**

**Business Strategy**

* Leading the quality evaluation and quality review process for complex services, undertaking strategic planning to identify areas of focus to ensure the delivery of key quality performance indicators and Complex Care growth objectives.

**Business Development and External Relations**

* As a brand ambassador, develop and maintain external partnerships with key stakeholders, (regulators, local authorities and NHS Trusts) to proactively keep abreast of developments in regulation and statutory governance in the social care context and promote and enhance our charity's brand and reputation in the pursuit of our charity's objectives.
* To lead the creation and tracking of Complex Care Service Continuous Improvement Plans that reflect the business, individuals supported and contractual, legislative, regulatory, or person-centred standards/requirements to reach business quality targets.

**Transformation**

* To be a leading champion for complex care continuous improvement through the oversight and development of quality and regulatory governance capability, designing and implementing effective systems, practices, and processes that enable the Charity to effectively manage risk and drive performance.
* Lead and manage transformation initiatives within the complex care division applying best practice and sector innovation to the development of new services.
* Work with Regional Senior Quality Managers to utilise quality data, reporting and metrics to identify themes and trends across Complex Care and to provide targeted support to operational managers to take corrective action and/or recognise innovation.

**Legal and Risk**.

* To keep up to date with research and changes in relevant legislation, guidance, regulation or practice standards to inform best practice and best use of resources and ensure that the charity remains compliant with all legal, regulatory, contractual, and organisational requirements with a particular focus on those relevant to complex care.
* To proactively track, record, examine, and report on outcomes after inspections and contract monitoring, ensuring that recommendations and outcomes are followed up and completed to provide assurance that lessons learnt have been implemented.
* To support Complex Care Registered Managers with ensuring that all registered services in the region meet the regulatory and legislative standards, help with the quality and timeliness of required documents, and proactively identify and address any issues or risks to maintain regulatory compliance.
* To promote a positive behaviour support approach in the region, making sure that operational leaders have the appropriate support, advice, guidance, and coaching available, and communicating effectively with the Clinical Governance and Quality teams for alignment and consistency.

**Quality and Compliance**

* To develop and implement a robust quality assurance and risk management framework specific to the oversight of complex care services to monitor quality performance and compliance and ensure consistently high standard of care and support.
* To lead the charity’s reflective practice and continuous improvement, using inspection reports to identify learning outcomes, analysing and determining recommendations following serious/major incidents, and sharing learning with the organisation to drive organisational continuous improvement and achieve strategic business goals.
* 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.

**Service Delivery / Operational Excellence**

* To contribute to the assessment and mobilisation of new services ensuring appropriate safety /risk protocols are in place, excellent application of assessment and care and support planning practices and support to regional services during transition periods.
* To drive continuous improvement and operational excellence in the complex care division to ensure high standards of care and outstanding outcomes for the people we support.

 **Leading and Managing a Team**

* Lead, develop and motivate their leadership team 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 team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience

 **Scope and Geography** This is a national role across England and Scotland

**Travel Expectation** This role is ideally based at Old Market Court but can work from any of our regional offices. Some national travel is expected.

**Collaboration** It is expected that the post holder will work proactively and collaboratively with Quality Leadership Team, the Senior Leadership Team (SLT), regional teams, Operational Leaders, Business Partners, Managers, Specialists, and Support Services functions, particularly the Information Security team and Legal.

**Budgets** This role will not have any direct budgetary accountability.

|  |
| --- |
| **Best Life Possible Success Measures** |
| **Service Quality and Innovation** | * To develop and implement a robust quality assurance and risk framework consistent with the organisation practice for complex care.
* To develop relevant policies and procedures to support the evolution of complex care including the contribution to training and development needs.
* Accountable for leading change initiatives across complex care ensuring effective communication and change sustainability
* Deliver meaningful data sets which are easily understood by the organisation, to support the continuous improvement of services
* Leading the improvements of quality scores in complex services, ensuring action plans are in place to continuously improve the support provided, and deliver any required improvements
* High engagement ratings provided by the people we support and their families, showing they are highly satisfied with the support provided by the charity.
 |
| **Career Opportunity** | * Ensure the teams you lead have the right capabilities to deliver
* Fostering a performance culture with the team(s) you lead, coaching teams to improve performance, and proactively managing underperformance
* Ensuring alignment and clarity from organisational and complex care goals by leading teams to set objectives to deliver against key priorities
* Personal Development Plans in place for team members
 |
| **Community Engagement** | * Realise increased interactions on social media platforms through the design and launch of relevant, inspiring and evocative content
* Engagement in political events and sector conferences/activity influencing key individuals, to drive the development of social care policy
 |
| **Sustainable Economics** | * Positive momentum on complex care KPIs, including retention, e-learning compliance, Recruitment, etc.
* Building good relationships with local authorities and commissioners, identifying opportunities for sustainable organic growth
* Added value activities are cost-neutral
* Develop strong relationships with commissioners and local authorities to deliver high rates of contract acquisition and retention
* Delivery of project objectives within time, cost, and scope parameters, delivering quality results
 |
| **Structure** |

**Qualifications, Experience, and Knowledge**

* Professional Qualification in Health and Social Care e.g. qualified Nurse, Social Worker
* Level 5 QCF Diploma in Adult Care (leadership and management within a health and social care setting)
* Evidence of continuing professional development
* Extensive experience (likely equivalent to a minimum of 3 years) working within health and social care setting, preferably in Quality / Compliance role
* Extensive knowledge of the Health and Social Care Act 2008 and associated regulations relating to registration and reporting
* Proven experience of working within a regulated frameworks including the CQC, CI and SSSC
* Proven experience of conducting audit and compliance inspections
* Data analysis and reporting
* Electronic record management
* Experience of providing training to individuals and teams

**Competencies, Skills, and Abilities**

* Strong analytical and problem-solving skills, with the ability to make sound recommendations in a fast-paced environment
* Experience of preparing reports and analysing large amounts of data
* Experience working in a large, geographically spread, multi-site organisation.
* Experience in a fast-paced, dynamic, agile, environment.
* Able to develop and build sound working relationships with internal and external stakeholders.
* Excellent analytical skills.
* Excellent written and oral communication skills.
* Strategic thinking, and problem-solving skills.
* Ability to easily adjust to changing circumstances or requirements.
* Working with multiple stakeholders, managing competing commitments and deadlines

**Personal Attributes**

* Highly self-motivated with effective leadership style
* Ability to cope with rapid and sustained change and competing demands
* Innovative thinker and problem solver
* High energy, action-orientated, resourceful, enthusiastic, persevering and flexible/adaptable
* Intellectually agile, self-confident and highly articulate, capable of inspiring by personal example
* Collaborative, inclusive, honest, discreet, open and sincere
* Appropriately robust and resilient in style, thrives under pressure and is energised by change
* A naturally inquisitive leader who demonstrates empathy, good listening skills and can deliver outstanding quality and financial results whilst leading people in a way that is consistent with the values of our Charity
* The ability to make high level safeguarding decisions and provide support and direction to others.
* Proven experience in working successfully in matrix structures across HR, Finance and Quality.
* An ability to lead and manage staff in a supportive, coaching and motivational manner to ensure the delivery of high standards of care whilst achieving financial targets.
* Good understanding of the structure and framework of the NHS and Local Authorities including knowledge around public procurement processes and contract management.

**Tasks and Responsibilities** (representative, not exhaustive)

* Review and enhance systems to support quality care delivery across the complex care division.
* Lead the development, implementation, and embedding of the quality assurance framework across complex care.
* To identify areas of development within the organisation that will enhance our complex care services, with particular reference to our capability framework and GROW platform.
* To contribute to the financial sustainability and efficiency in the complex care division.
* Establish and maintain key relationships and partnerships to support business objectives.
* Professionally and effectively represent the charity at local, regional and national meetings, ensuring any relevant developments and issues are communicated and implemented to promote the positive image of the charity with all partners, customers, and stakeholders.
* Contribute to the development and execution of the business strategy for the complex care division.
* Lead the creation and tracking of Service Continuous Improvement Plans across complex services that reflect the business, individuals supported, and contractual, legislative, regulatory, or person-centred standards/requirements to reach business quality targets. Help services during regulatory inspections and follow up on action plans
* To support the Regional Senior Quality Managers as required to implement the strategic quality governance framework, making sure the organisation maintains a progressive and adaptive approach to person-led, specialist care and support.
* Develop organisational excellence through participation in sector wide initiatives, sharing and developing quality news, communication & practice development.
* Develop and maintain compliance with health and social care regulations and policies, ensuring that services meet the highest standards of care and adhere to legislative requirements.
* Drive the implementation and monitoring of the GROW training framework, facilitating staff development in quality improvement, regulatory compliance, and best practice standards.
* Support the dissemination, review and implementation policies and procedures
* Promote and communicate internal and external reporting requirements
* Develop and implement quality improvement strategies and initiatives to enhance care, support and outcomes for those within the Complex care division.
* Monitor and evaluate the effectiveness of care delivery through regular audits, data analysis, and feedback mechanisms.
* Ensure compliance with healthcare regulations, standards, and best practices.
* Coordinate and conduct training sessions for staff on quality improvement processes and protocols.
* Identify and mitigate risks to people supported safety through proactive assessment and intervention.
* Investigate and respond to incidents and complaints, implementing corrective actions as necessary.

**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 3 in our guide to behaviour.

**Job Evaluation**

Internal Evaluation Level: 3A