**JOB DESCRIPTION**

**JOB TITLE:** Quality Assurance Officer / Assistant

**REPORTS TO:** Quality Assurance Manager

1. **JOB PURPOSE**

To support the Quality Assurance Manager in ensuring David Lewis Residential, Education and Day Services areand fully compliant with;

* Legislative, statutory and regulatory requirements
* Internal policies, procedures, and guidelines
* The highest standards of coproduced service delivery, corporate culture and personal values

To work closely with the Quality Assurance Manager and in support of the service leads

to review, drive improvements in existing governance processes, and assist with quality audits and evidence held within compliance systems across the charity.

**2. PRINCIPAL ACCOUNTABILITIES**

* To support the Heads of Services and Quality Assurance Manager in ensuring that the quality of work across all Residential, Education and Day Opportunities is maintained and improvements strive for excellence
* To make an active contribution to embed audit and evaluation into services and support a learning culture and continual development organisational culture.
* To report monthly to the Quality Assurance Manager and attend the Compliance meeting.

* To support with monitoring of outcomes against inspection criteria and ensuring that information is feedback to improve services.
* To review and act upon feedback received from families, people using our services and external stakeholders in order to inform service improvements.
* To support the Quality Assurance Manager in completing service visit audits to ensure all services are compliant with current regulations with CQC and Ofsted.
* To support services with setting, monitoring, completion and validation of action plans.
* To keep up to date with research and changes in relevant regulatory legislation, guidance, or practice standards to inform best practice and the most effective use of resources.
* In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
* To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
* Ensure own knowledge and understanding of the MCA and DoLS ensuring where required the correct procedures are followed and all relevant documentation is monitored and kept up to date.
* To support the Quality Assurance Manager in creating and delivering training sessions as required.
* To support the Quality Assurance Manager in setting clear coproduced quality standards across the charity, using opportunities with support of the people we support with lived experience.
* Promote a positive culture that is person centred, open, inclusive and empowering.
* To support our drive to be Least Restrictive in all we do, underpinned by being Trauma informed and using Active support along with ensuring we use positive and strengths based language
* To assist with any other Ad Hoc duties required as and when the business may require them.
1. **PERFORMANCE MEASURES**
* Work independently on a day to day alongside the Leadership team basis managing own time and complete agreed audit targets
* Line manager satisfaction with quality of work produced, competence level all measured by feedback, performance appraisal and on-going performance management.
* Quality of relationship with service users, families, staff and other professionals as measured by feedback and observation.
* Supporting the development of service quality that is measured by attainment of enhanced competence and improved service delivery.
* Timely actions and corresponding documented reports and follow up actions
* Positive outcomes from assessment recommendations
1. **KEY COMPETENCIES**
* **Leadership -** initiates and drives through change; is visible, approachable and earns respect; inspires and shows loyalty; Sets and delivers high standards of care and is able to lead by example, motivate and empower others; demonstrates high standards of integrity, honesty and fairness expected.
* **Operational thinking and planning** – demonstrates sensitivity to stakeholders needs; takes decisions on time, even in uncertain circumstances.
* **Delivery of results** – delivers results on time and to agreed quality standards; ensures that others organize their work to achieve objectives; encourages feedback on performance and learns for the future.
* **Communication** – is concise and persuasive orally and in writing; listens to what is said and is sensitive to others reactions; chooses the methods of communication most likely to secure effective results. Can communicate effectively to service users, using their chosen communication method.
* **Management of financial and other resources** – effectively recommends for implementation new and more efficient use of resources and or processes.
* **Personal effectiveness** – is aware of personal strengths and weaknesses and their impact on others; pursues adopted strategies with energy and commitment; manages own time well to meet competing priorities
* **Expertise** – earns credibility through depth of knowledge/experience; knows how to find and use other sources of expertise (including ICT); applies best practice; understands how policy impacts on operations, staff, users and volunteers.
* **Intellect, creativity and judgment** – homes in on key issues and principles; defends logic of own position robustly but responds positively to reasoned alternatives; delegates decisions appropriately.
1. **KNOWLEDGE, SKILLS AND EXPERIENCE**
* Understanding of regulatory framework for social care & education
* Understand the needs of people with complex conditions in neurological, physical health conditions and associated difficulties
* Experienced in a variety of communication techniques
* Experienced in audit and understands quality improvement methodologies.
* Knowledge and experience of completing assessment of needs and Capacity assessments
* Demonstrate an understanding of the strategy, audit and the quality improvement process
* Excellent organisational skills with good administrative, literacy and numeracy skills
* The ability to self-start under direction of the Quality Assurance Manager demonstrating respect with the people we support, parents/family members/ guardians and colleagues
* Comfortable working with IT systems and the ability to learn new IT packages Demonstrated career development of self

**Disclosure and Barring Service (DBS) Checks**: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an “Enhanced” level check. Information about this disclosure can be found at [www.gov.uk](http://www.gov.uk).

To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.