**JOB DESCRIPTION**

**JOB TITLE:** Quality Manager

**REPORTS TO:** Director of Residential & Day Opportunities

1. **JOB PURPOSE**

To Champion exceptional Care ensuring the operation and service provided by the residential home(s) is

* **Safe**
* **Effective**
* **Caring**
* **Responsive**
* **Well led**

and fully compliant with all

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

By working closely with the Director of Adult Residential Day Services review and improve existing Quality Audit Process having regards for CQC and other stakeholders. Monitor the improved systems against agreed targets.

**2. PRINCIPAL ACCOUNTABILITIES**

* 1. **To ensure care provided is Safe, Effective, Caring, Responsive & Well led**
* To provide expert advice to Directors, management and operational staff on Quality Assurance Systems and activities.
* To be responsible for scrutinising and monitoring our operational care activity, with a view to ensuring compliance with, and exceeding of, the standards required by current legislation, regulation, guidance and practice standards.

* To provide a proactive approach to quality assurance activities within the Quality Assurance Systems to ensure that quality of work across all homes is maintained and improved
* To make an active contribution to embed audit and evaluation into services and support a learning and continual development organisational culture.
* To report weekly to Director of Adult Residential & Day Services.

* To be responsible for monitoring outcomes against inspection criteria and ensuring that information is feedback to improve service delivery to meet timescales and tracking corrective action plans.
* To be responsible for the ongoing development of systems for a range of audit activities to inform practice improvements and service developments.
* To develop questionnaires and undertake surveys or focus groups to obtain feedback from local authorities and other stakeholders, in order to inform service improvements.
* To work closely with the operational team to ensure data is collated from a range of sources effectively to improve quality and performance of provision.
* 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.
* 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.
* Undertake daily quality monitoring inspections to ensure the homes provide a safe, homely and comfortable place to live and report on findings to the Registered and Residential Manager
* Ensure probation reviews, supervision and performance development reviews occur at the required intervals and that action / support programmes are put in place, delivered and monitored for effectiveness.
* 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.
* Ensure staff have the resources and support to provide the level and quality of service required day to day.
* Exemplar of personal and collective standards and values at all times.
* Set clear standards and targets for the teams – monitor performance and take remedial action if required of performance and behaviour.
* Ensure lines of responsibility and accountability are clear and understood at all levels and that expectations are clear and transparent.
* Responsible for own Continuous Professional Development.

* Promote a positive culture that is person centred, open, inclusive and empowering.

**2.2 General**

* To assist with any other Ad Hoc duties required as and when the business may require them.

1. **PERFORMANCE MEASURES**

* As measured by external regulatory inspections including CQC and local authority Q/A reviews, internal monitoring routinely reported Key Performance Indicators – to ensure residential home(s) / service to be judged as:
  + **SAFE**
  + **CARING**
  + **RESPONSIVE**
  + **EFFECTIVE**
  + **WELL LED**
* Work independently on a day to day 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.
* Development of Service 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
* Improvement of Record keeping standards across the Residential Service

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**

* An experienced Manager
* Understanding of regulatory framework for social care & education
* In depth knowledge and understanding of the CQC regulatory / fundamental standards
* In depth knowledge of all DL policies and procedures
* Possess a minimum Level 4 in Health and Social Care and Level 4 qualification in Management or equivalent
* Understand the condition and requirements of adults neurological and physical conditions and associated difficulties
* Experienced in a variety of communication techniques, behaviour management and medicines management
* Knowledge and experience of completing assessment of needs and Capacity assessments
* Demonstrate an understanding of the strategy and objectives of David Lewis
* Exceptional organisational skills with good administrative, literacy and numeracy skills
* The ability to operate with authority, credibility, and respect with service users, 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.