

## JOB DESCRIPTION

**Post:** Quality and Compliance Manager

**Location:** Head Office

---

**Accountable to:** Head of Learning Development

**Direct Reports:**

---

### WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

#### Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
  - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
  - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
  - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
- 

### JOB PURPOSE

Support the Head of Learning Development to implement the company quality assurance framework.

Manage, monitor and report on all health and safety matters, relevant legislation, standards, and statutory compliance to ensure that the Company is compliant with safety regulations in the workplace and contribute to embedding a learning culture.

---

### KEY ACCOUNTABILITIES

#### Quality & Compliance

1. Develop implement and review effective mechanisms for monitoring performance in relation to health and safety ensuring that these include all key areas such as risk assessment, infection control, first aid and environmental issues and general risk assessments whilst maintaining business continuity and involving service managers in the business continuity planning process.
2. Monitor all incidents, accidents, safeguarding, near misses and complaints ensuring statutory and Company reporting is being met.

3. Support the Head of Learning & Development to review, develop and implement the company quality assurance (QA) framework to ensure robust systems and processes are in place to ensure that risks at all levels across the business are appropriately managed.
4. Where appropriate conduct investigations to discover the 'root cause' and make recommendations for any remedial action.
5. Under the supervision of the Head of Learning and Development maintain, review and update quality & compliance and health and safety policies and procedures ensuring that these reflect up-to-date regulatory, legislative, and good practice.

### **Health and Safety**

6. Act as New Directions (ND) key point of contact for all health and safety matters, advice and guidance.
7. Monitor existing and incoming health and safety legislation, regulations and codes of practice to ensure that the Company complies with its requirements.
8. With the Head of Learning & Development ensure that an adequate programme of training for health and safety is established and that the safety culture is encouraged amongst employees.
9. Lead on the company's health and safety forum, ensuring there is an annual cycle of business in place to address internal and external reporting requirements, also ensuring there are high-quality minutes, papers and actions delivered in a timely manner. Refer issues to the Joint Consultative Committee when necessary ensuring a proactive and robust work programme and be accountable for delivering the actions.
10. Engage with members of staff to update them on their roles in the maintenance of minimum standards of safety.
11. Be instrumental in communicating changes in health and safety regulation requirements, and policy or procedure changes to relevant managers and front-line staff and ensure that this can be evidenced including the effectiveness and relevance of current health and safety training.
12. Alongside Heads of Service, oversee the monitoring of incidents, accidents, safeguarding, near misses and complaints ensuring statutory reporting is being met.

### **Audits**

13. Conduct regular audits, assessments and analysis to identify and manage the prevention of harm and injury to staff and all those associated with the Company.
14. Assist health and safety regulators in carrying out Company audits.
15. To conduct risk assessment audits in line with the quality assurance framework providing appropriate leadership, coaching and advice to teams to ensure compliance.
16. Support the Head of Learning & Development to review and maintain the Company (and services) Business Continuity Plan(s).

### **Policies and procedures**

17. Set up an annual timetable to ensure policies and procedures are relevant, updated by the appropriate manager and fully compliant with all legislative and contractual requirements and reflect best practices.

18. Keep up to date with legislation, standard and contractual requirements interpret relevance to business requirements and inform the Senior Management Team to ensure they are fully informed of all compliance and quality assurance issues including trends and issues in a timely and effective manner.

## **Reporting & Recording**

19. Whilst no specific line management responsibilities, the seniority of the role requires the postholder to provide appropriate leadership, direction, support and coaching to Registered Managers.
20. Prepare and present monthly and quarterly quality & compliance and health & safety reports as required.
21. Ensure all Company information held by the Company, processes and systems are GDPR compliant.
22. Responsible for central recording of complaints, compliments, safeguarding, care concerns, accidents & incidents, (including medication errors alerts and investigations), ensuring that outcomes are shared appropriately to improve service delivery

## **SPECIAL CONDITIONS**

- Must be able to fulfil the travel requirements for this post
- Occasional unsociable hours such as early evenings/weekends and on call
- Enhanced DBS check

## **QUALIFICATIONS AND EXPERIENCE**

See Person Specification

## **GENERAL**

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change. The post holder will be self motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will always be required to exercise discretion and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Prepared by: Managing Director

Date: November 2022

<b>Jobholder Requirements – Quality &amp; Compliance Manager</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualification/Training</b> A degree or comparable formal management qualification in health and social care sector Registered Manager award Health and safety qualification	✓  	 ✓ ✓
<b>Experience</b> A broad range of operational experience within health/social care environment with a clear focus on quality and compliance  Well-developed knowledge of quality & compliance, health & safety, and infection control  Experience in using quality assurance frameworks and implementing quality and compliance systems  Significant experience in undertaking risk assessments and audits within a health / social care setting at a senior level.  Experience in producing reports and monitoring and managing key performance indicators to satisfy business and social care commissioning requirements performance data  Experience in auditing social care services  Experience in turning statutory guidance into policies and procedures	✓  ✓ ✓ ✓ ✓ 	     ✓ ✓
<b>Knowledge</b>  Knowledge of health and safety in a care setting  Knowledge of safeguarding  Knowledge of CQC legislation and ability to advise managers and the Senior Leadership Team on best practice	 ✓ ✓ 	  ✓
<b>Skills / Attributes</b> Strong and supportive leadership skills Highly effective communication skills Strong organisational skills Effective influencing skills Demonstrate an ability to deliver, innovate and work effectively	 ✓ ✓ ✓ ✓ ✓	
<b>Aptitude</b> Shares and demonstrates our Company values and behaviours	✓	
<b>Specific Requirements</b> UK driving licence with access to own vehicle Ability to work occasional unsocial hours	 ✓	 ✓