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| **Our Mission:**  **Job title:**  **Reports to:**  **Accountable to:**  **Based at:** | To provide care and support for vulnerable adults and older people living in their own homes which is safe, caring, responsive, effective & well-led.  **Quality and Audit Manager**  Registered Manager  Board of Directors  SPDNS House, 449 London Road, Westcliff on Sea, Essex, SS0 9LG |

**Job Purpose**

The role of Quality and Audit Manager is to ensure that a high quality service is consistently provided to service users, and that Care Quality Commission (CQC) regulations are met. To review achievement of annual Key Performance and Quality Indicators, taking action as necessary. To work with the Registered Manager to ensure that SPDNS is compliant with General Data Protection Regulations (GDPR).

**Key tasks & responsibilities**

* Monitor the organisation’s compliance with the CQC Regulations and maintain an up to date file with evidence for all the relevant standards.
* In conjunction with Registered Manager to help prepare the organisation’s annual Provider Information Return (PIR) as required by CQC.
* Ensure that Service Managers send CQC Notifications as required e.g. deaths, pressure ulcers.
* Management Representative for the organisation’s Quality Management Systems to ensure SPDNS provides a quality service to service users.
* Act as Data Controller in conjunction with the Registered Manager to ensure that SPDNS is GDPR compliant, report any breaches, ensure staff & service users are aware of their rights in terms of personal data, undertake an annual GDPR audit.
* To prepare KPI reports for the Board of Directors quarterly using a traffic light system to alert Directors to any failings.
* Safeguarding Lead for the organisation responsible for ensuring that the organisation follows local and national guidelines. Supports and advises colleagues as necessary in raising and responding to SET SAF reports.
* Supports and advises Managers in dealing with and responding to complaints in line with the organisation’s policy.
* Responsible for disseminating and evaluating the annual Service User and Staff Surveys and presenting the results and action plans to Senior Managers and Directors.
* Works with the Care Managers and Care Supervisors responsible for managing medication to ensure that medication incidents are minimised and SPDNS carers are fully trained, competent and supported to safely administer medication.

**Personal**

* Proven long term experience of management in Health and/or social care.
* Experience of addressing concerns and complaints handling to ensure that complaints are effectively dealt with.
* An ability to relate sensitively to service users/their family and staff.
* A sympathetic but professional and non-judgmental approach to colleagues.
* To promote an awareness of the organisation’s commitment to consistently providing a quality service.
* To provide support and advice to care staff and Managers as required.
* To monitor ongoing service user/ carer satisfaction with service delivery.
* To monitor staff satisfaction and deal with any issues identified in conjunction with colleagues.
* The ability to accurately record information and prepare reports whether in meeting minutes, discussions with service users for example.

**Key relationships**

Service users and their families

Service Managers, Care Managers, Supervisors, Co-ordinators, Community Carers

Local Authority Safeguarding team

Workforce Development Manager

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| **Person Specification** | |
| **Essential attributes** | **Desirable attributes** |
| **Qualifications and training**  Experience of managing in health or social care.  Level 3 or above qualification in Health and Social Care  Audit qualification/ experience  Trained in Safeguarding to management level  A commitment to providing high quality care at home – promoting independence and choice | Previous experience of complaints handling |
| **Skills/experience**  Previous experience/knowledge of delivering quality assurance systems, particularly within a Health and Social care setting.  Computer literate with an awareness of office procedures.  Awareness and understanding of CQC regulations  Excellent communicator, with an empathetic approach  Ability to maintain detailed and accurate records  Ability to prepare and present reports and analyse information | Experience of supervising / supporting staff in the community setting.  Previous experience of working in a customer care setting  Ability to teach and support care staff. |
| **Personal qualities**  Highly professional and credible  Approachable and supportive attitude  Efficient and well organised  Methodical with good attention to detail |  |
| **Circumstances**  Able to provide senior manager on-call support on a rota basis  The post-holder will be required to travel and must have a car, a current, valid driving licence with insurance cover for business purposes. |  |