

SARACEN CARE SERVICES

Providing Care and Independence

Description and Person Specification – Quality Manager /Senior Leadership Role

Reports to: Managing Director as a member of the Senior Leadership Team

Line Management responsibility: Training and Development Manager and HR Manager

Location: Cheltenham Office or Swindon Office with travel required to both locations and environs

Main Purpose of the role:

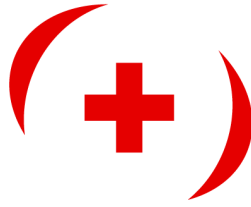
To ensure the compliance of the company within the standards and quality expectations of the Care Quality Commission and contracting authorities. To implement policies; procedures and processes to ensure consistent maintenance of safety and quality across all services, which will include working with the Training and HR functions of the company. There will be an expectation of exceeding standards set by the sector regulators and by the Company itself.

To be part of the Business Plan strategy and implementation of relevant parts of the Service Development Plan.

To work as a proactive and effective member of the Senior Leadership team, striving towards excellence of service and continued growth.

Quality and Compliance Management:

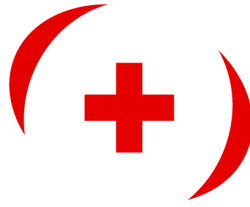
1. To be fully conversant with the relevant statutory regulations and other legislation pertaining to the Health and Social Care sector. To keep abreast of all new developments across the sector and to disseminate information to the management team and staff and support implementation as required.
2. To modify policies and procedures in accordance with changes to local and national policy and guidance.
3. To ensure that the development, implementation and maintenance of operations are conducted within the requirements of relevant legislation, regulations, procedures and contractual service user agreements
4. Maintain a working knowledge of regulations and legislation relating to the sector, e.g. The Care Act and CQC Fundamental Standards of Care. To cascade information to management and staff, implement changes, improvements and enhancements as necessary.
5. Ensure Health and Safety policies and procedures are fully adhered to, and advise the company where action is required. Ensure all staff are appropriately trained and informed of health and safety requirements.
6. Ensure full compliance with the Restraint Reduction Network by sharing learning and developing quality standards and practical tools that support reduction across the organisation.



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7. Overall responsibility for the Training and Development of staff and management across the organisation through effective engagement with the Training Manager. To personally undertake appropriate training and development to ensure skills and knowledge are up to date.
8. To contribute to performance management of staff and managers across the organisation.
9. To prepare and contribute to contracting Tenders and Expressions of Interest, with an ability to lead on Local Authority framework tenders.
10. Overall responsibility for the implementation, monitoring and updating of all company policies and procedures in addition to those supplied by Quality Compliance Systems.
11. Overall responsibility for the compliance of all staff files, including induction, training, supervisions, appraisals and performance.
12. To facilitate and or undertake regular quality audits and mock inspections, reporting on achievements, areas of development and any compliance issues to the Directors, Operation Manager and relevant Area and Care Manager.
13. Undertake People We Support (PWS) reviews when required and implement findings in liaison with the relevant Area and Care Manager.
14. Complete weekly and Monthly Quality Reports to analyse information to identify achievements, errors, gaps, poor practice and trends. Action and communicate as necessary across the organisation.
15. To provide information for the Dashboard Report covering quality KPIs.
16. To work directly with PWS to engage in specific projects to enhance their quality of life and outcomes in line with quality objectives.
17. Be responsible for the auditing and completion / sign off of issues and incidents associated with the daily On Call log, by liaising with the relevant Area and Care Manager as necessary.
18. Be responsible for the auditing and completion of behavioural incidents, ABCs, Medication Errors and Accidents on PASS (electronic care plan and reporting system), by liaising with the relevant Area and Care Manager as necessary.
19. To upload and share key policies and information on eLFY (learning management system).
20. To have responsibility for the Saracen Care Facebook Page and share information about PWS and staff achievements as well as key messages and information. To introduce and manage information across further social platforms such as Twitter and LinkedIn as required.
21. To complete an extensive evidence folder for each KLOE to demonstrate ongoing compliance and evidence of outstanding practice in each area.
22. Take the role of Safeguarding Lead with overarching responsibilities regarding safeguarding across the organisation. To have an in-depth knowledge of safeguarding guidance and related pieces of legislation which must be followed. To apply knowledge to help implement and maintain safeguarding procedures and policies, as well as be alert to safeguarding issues on a day-to-day basis. This includes ensuring that managers and staff have received appropriate training, safe recruitment practices are sufficient, and all actions are within the best interest of safeguarding adults (and children).



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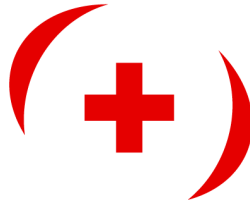
23. Be accountable for the requirements of the MCA and DoLS (Liberty Protection Safeguards) across the company including the training of staff and notifications to local authorities and CQC.
24. Generate and implement innovation within the service.
25. Be responsible for correspondence with CQC and any inspections or compliance actions (in liaison and as directed by the Registered Manager).
26. Be accountable for the notification of all incidents and accidents to CQC; adult safeguarding and RIDDOR as appropriate. Ensure actions are completed and 360 communication takes place within the service.
27. Award Certificates to relevant Services and Staff Members to acknowledge good and outstanding achievements.
28. Ensure completion of audits including but not exhaustive of: staff files, medication, finance, H & S, Fire and rota.
29. Facilitate H & S checks in all services, including fire referrals.
30. Maintain and update the Outstanding Board at Head Office, which showcases Outstanding practice.
31. Facilitate PWS Meetings and ensure that themes and learning outcomes are shared and acted upon.
32. To facilitate routine satisfaction surveys across all stakeholders, ensuring that information is prepared in an accessible format and reviewed and shared with all parties. To clearly share results and learning outcomes to ensure the continuous professional development of the organisation.

General Management:

1. To participate in the recruitment, training and development processes of existing and new employees as appropriate.
2. Undertake care and on-call responsibilities if required.
3. Participate in senior management and management team meetings as required.

GENERAL:

1. To act as an ambassador for Saracen Care Services representing the Company where necessary at events and meetings.
2. To undertake on-going continued professional development.
3. To uphold the values and ethos of the Company.
4. Attend regular review meetings, annual appraisals, team meetings, training courses and follow-up refresher courses, as required.
5. To participate in regular supervisions and annual appraisal meetings.
6. Undertake other such duties as required by the Managing Director / agreed as part of the Service Development Plan.
7. Maintain a professional and hygienic appearance.



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Equality and Diversity:

1. To promote and, at all times, act in accordance with the Company's Equal Opportunities Policy.
2. To ensure that the service provided respects the individual as an adult and equal citizen.
3. Support people to express their individuality and uniqueness in all areas of life.

Confidentiality:

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 2018 and GDPR or an action for civil damages under the same Act in addition to any disciplinary action taken by Saracen Care, which might include dismissal.

Health and Safety

Under the provisions contained in the Health & Safety at Work Act 1974 (and others), it is the duty of every employee:

- To take reasonable care of themselves and for others at work.
- To co-operate with the Company, as far as necessary, to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- To report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to your Manager or Supervisor.

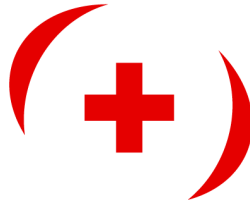
Working Hours:

Nominally 40 hours per week, subject to achievement of goals and objectives. Flexibility will be required in line with the needs of the service and business.

This role profile is not exhaustive; it is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Service and business. Significant change in the range of work undertaken will be carried out in consultation with the post holder.

Person Specification: Quality Manager

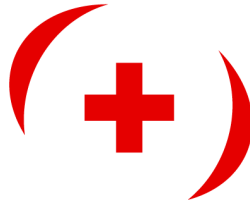
Category	Essential criteria	Desirable criteria
Experience - <i>application &</i>	<ul style="list-style-type: none">• Minimum 5 years' experience in a managerial role in the care sector	<ul style="list-style-type: none">• Experience of Training with the Health and Social Care sector.



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<i>Interview</i>	<ul style="list-style-type: none"> • Demonstrable experience in quality management • Comprehensive knowledge (and implementation) of the relevant statutory regulations e.g. the Health and Social Care Act and the Fundamental Standards of Care. • Driver 	
<i>Qualifications application</i>	<ul style="list-style-type: none"> • Degree or equivalent / Management qualification / recognised training / equivalent experience 	<ul style="list-style-type: none"> • NVQ4 in Health & Social Care • QCF 5 in Health & Social Care • Level 3 in Education and Training • PBM or PBS Trainer
<i>Aptitudes & abilities- application & interview</i>	<ul style="list-style-type: none"> • Fully computer literate • Ability to lead and motivate a team effectively • To understand and implement quality control procedures. • To be able to implement and maintain recording and reporting systems • Ability to analyse information and identify trends. • To be able to establish and maintain effective working relationships • To be able to prepare reports and tenders as required (which may include power point presentations) 	
<i>Attitude & qualities interview & case studies</i>	<ul style="list-style-type: none"> • Passion for delivery of a high quality compliant service. • Attention to detail • Commitment to person-centred working and user-led service provision 	<ul style="list-style-type: none"> • Positive and enthusiastic • Open and honest • Proactive • Confident • Critical of personal practice



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	<ul style="list-style-type: none">• Respect for service users' dignity, privacy and need for independence• Good timekeeping & workload management• Able to work as part of a Management Team• Demonstrative ability to create and implement ideas• Flexible, professional and creative mindset and an open and enquiring mind• Emotionally resilient when dealing with challenges• Able to influence others	
Health and circumstances <i>application & interview</i>	<ul style="list-style-type: none">• Physically and mentally fit for the purposes of the work required• Presentable and professional• A good standard of personal hygiene• Able to meet an enhanced DBS check	<ul style="list-style-type: none">• Able to work effectively from office or remotely

See Job Advert for summary.