

Job Description

Job Title:	Quality of Care Business Partner
Responsible to:	Head of Quality and Assurance
Responsible for:	Line Management of Quality Improvement Manager team and project administrator

The Trusts values and behaviours, the Wilf Ward Family Trust Way, play an important part to the expectations around how you perform in the role.

Purpose of the Role

Working with internal and external stakeholders you will monitor and develop the quality of care and support we provide to Individuals who use our services and ensure our regulatory and contractual compliance.

You will be the primary point of contact for operational managers for advice, guidance and best practice in terms of quality and compliance of care and best practice in the Health and Social Care Sector.

Role Responsibilities and accountabilities:

Accountability

1. To ensure our care and support is delivered to demonstrate adherence to legislation and best practice, regulatory and commissioning requirements and delivers against the priorities and expectations of the individuals we support. Work with the Quality of Life and Health and Safety Business Partners to deliver this.
2. Work with the Quality of Life Business Partner to increase inclusion of Individuals we Support in quality monitoring processes to help the Trust measure compliance and quality of life.
3. To plan, direct and report on the activity of the Quality Improvement Manager Team to ensure the Trust supports its registered managers to achieve and maintain compliance and quality.
4. Advise and support registered managers under inspection or quality visit, including attendance on site, articulating Trust-wide processes and providing information to support the inspection. Support and oversee routine communication with CQC relating to notifications, PIRs and remote monitoring.
5. Support the Head of Quality and Assurance in the development of a continuous quality improvement cycle of activity, review and evolution of the Trust's approach to quality, and work to co-produce the systems and processes needed.
6. Work with the Quality of Care Business Partner to ensure regular review of serious incidents and safeguarding concerns that drives assurance and learning.

7. Prepare Management Data and Information in line with internal reporting cycles relating to safeguarding, medication safety, significant incidents, near misses, complaints, Continuous Improvement Plans, regulatory and contractual compliance and the monitoring of our non-regulated services. This will include contribution to operational, committee and Board reports and papers.
8. To plan and deliver thematic audit programmes to test key areas of compliance as directed by the Senior Leadership Team, and undertake thematic reviews of practice, improvements and overall compliance under the direction by the senior leadership team.
9. Undertake annual surveys of individuals we support, staff and health/social care professionals and ensure the timely reporting on these to all stakeholders. Develop our systems for satisfaction monitoring to increase engagement and drive improvement.
10. Support business growth in new local authority areas by reviewing contractual obligations and ensuring compliance activity is sufficiently geared to meet these.
11. Contribute to the review and development of the Trust's policies as part of the Policy Review Group.
12. Support the development and delivery of the Quality and Assurance team strategic pillar and work in a matrix management environment to deliver key strategic projects and tasks.

Commitment

13. As the Trust's subject matter expert for quality of care, keep up to date with best practice and legislation relevant to the role.

Communication

14. Excellent communication skills with the ability to influence, negotiate and establish credibility to represent the Trust and form positive relationships with internal stakeholders, suppliers, external partners and potential partners.
15. Provide expert advice to the Executive Leadership Team, Senior Leadership Team and the Board of Trustees as needed.
16. Communicate in a way that recognises difference and ensures that people's individual communication needs are met, including those of the individuals we support.

Decision Making

17. Work with a range of stakeholders and consider differing perspectives to support decision making.

Leadership

18. Work with Registered Managers, Business Partners and our full Leadership Team to provide guidance and support to others as needed.

Respect

19. Respecting all colleagues by demonstrating The Wilf Ward Values in Practice.

Working Together

20. Work with people from across the Trust and provide support to managers & other colleagues as appropriate.

21. This job description outlines the main duties of the post but does not exclude other duties as requested by the Head of Quality & Assurance.

Outcomes

1. Embedding a continuous improvement cycle into the Trust's operational governance activity that evidences quality of life alongside robust contractual and regulatory compliance.
2. Developing insights and processes to ensure we have robust assurance and the ability to identify and address slippage in quality at the earliest possible opportunity.
3. Developing the regulatory knowledge and confidence of our operational colleagues through advising, nurturing, and training.
4. Contribute to the successful delivery of the Trust's strategic plan.

Qualifications and Experience

Essential

- Comprehensive knowledge of the regulations in the Health and Social Care Act, Care Act and Mental Capacity Act, and the regulatory frameworks used to assess compliance and quality, and the ability to act as subject matter expert to guide and advise our operational teams.
- Demonstrable experience of delivering consistent, high quality outcomes as a registered manager or social care professional, including as a regulator or quality professional.
- Experience of working and engaging with a range of internal and external stakeholders, including people with a learning disability and autistic people.
- Proven ability to prioritise, delegate and meet challenging deadlines.
- There is an expectation of travel around the Trust sites making a current full driving licence essential.
- Strong Microsoft Office knowledge to enable you to work with Word, Excel, Outlook, Teams confidently. Confidence to work with other systems after training.

Desirable

- Knowledge and experience of care delivered in supported living environments.
- Coaching and mentoring experience.
- Working knowledge of health and safety and environmental legislation.

Personal Qualities Include:

- A genuine passion for quality of life through high quality care/
- A great communicator with an ability to use non-technical language.
- A can-do mentality with an innovative approach and a willingness to take acceptable risks.
- Demonstrating the values and behaviours of The Wilf Ward Family Trust's Values In Practice.

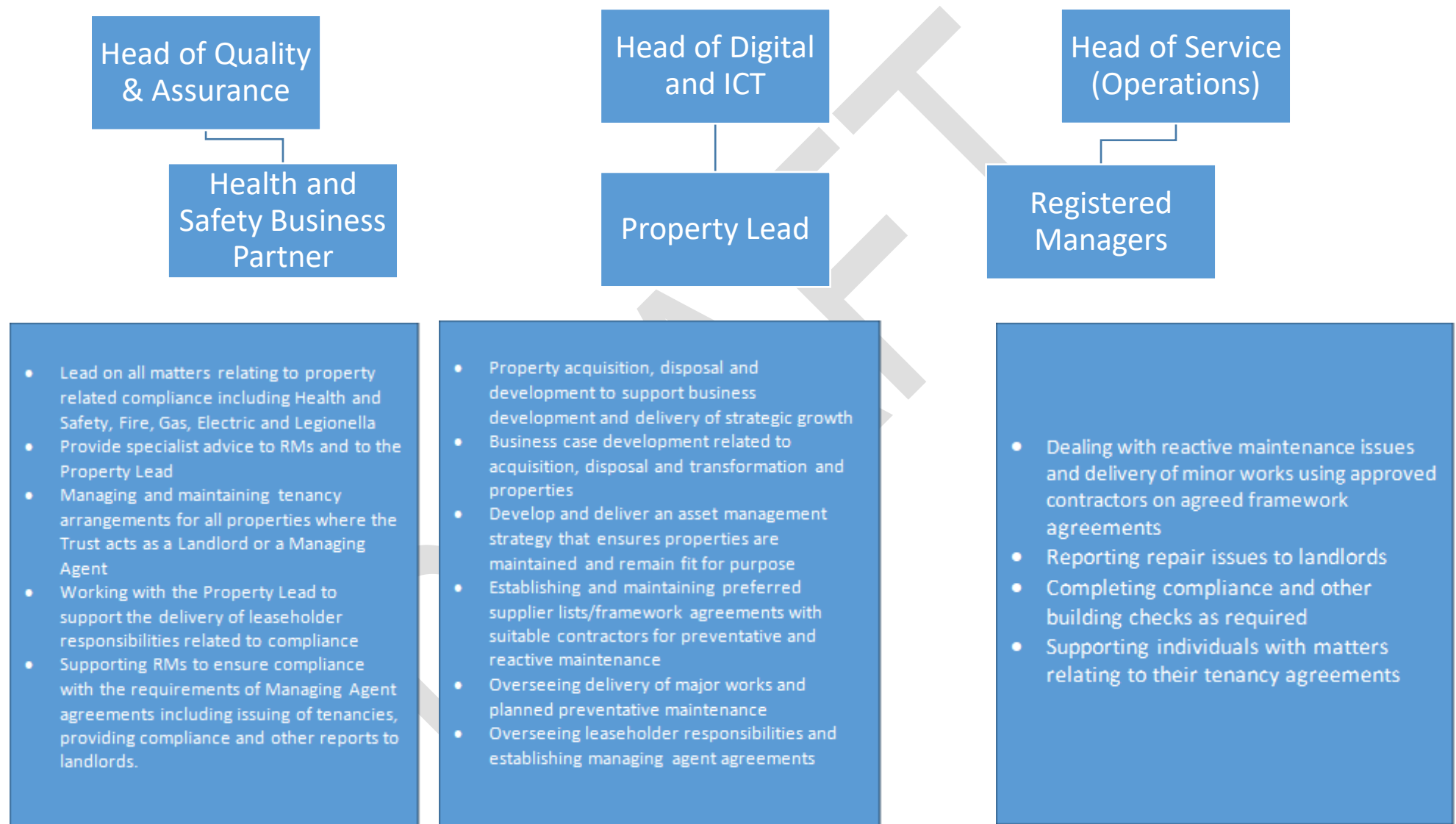
We are committed to promoting health and wellbeing within the Trust and this means we're looking for an emotionally intelligent individual with people-centred leadership skills and a commitment to equality of opportunity for all.

The values promoted by the Trust are applicable in how we engage with and assist all the Individuals we support, and in how we interact with our colleagues. We strive to develop a culture based on well-intentioned feedback, challenge, and continuous improvement.

We expect our colleagues to demonstrate our values through practice and this means:

- Keep the person at the centre of everything we do
- Value, respect and develop people
- Maintain inclusive and respectful relationships
- Listen, learn, reflect, and grow
- Act with honesty, fairness and integrity

HOW THE ROLE WILL WORK WITH THE WIDER ORGANISATION



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