

stability & success for young people



Job Description

Quality & Compliance Manager

JOB DESCRIPTION: Quality & Compliance Manager**RESPONSIBLE TO:** *Operations Manager***LOCATION:** Home Based (occasional visits to Bournemouth Office)

HOURS OF WORK: Your normal hours of work (which the company reserves the right to vary from time to time) are 20 hours in any 7 day cycle. It is expected that the post-holder will be flexible with working hours to accommodate the various demands of the job. The hours will normally be worked between 9.00am and 5.30pm Monday to Friday inclusive. There may, however, be circumstances dictated by the job where hours may vary within the week.

LEAVE ENTITLEMENT: 28 days (inclusive of bank holidays) pro rata

JOB SUMMARY

To ensure services meet and exceed regulatory, statutory, customer and organisational standards, through robust quality assurance systems.

SPECIFIC DUTIES

1. Responsible for the development and ongoing maintenance of robust quality management systems ensuring the company's statutory and contractual duties are fulfilled and exceeded. Ensure systems and services are monitored and reviewed in order to continually improve quality and outcomes for the children and young people we care for.
2. In fulfilment of the above, liaise with regularly with the relevant senior managers, stakeholders and Reg 44 visitor.
3. To ensure, as part of the quality management system, that Budwood meet its contractual requirements of the Purchasing Authorities.
4. To be involved in tender applications, producing responses and documents, to ensure consistency in quality of submissions. To develop and maintain management information systems relevant to all tender processes

5. In collaboration with Service Managers, have overall responsibility for writing, revising, reviewing, updating and developing policies and procedures for Budwood services. Ensure policies and procedures are developed and applied in a consistent manner across all services. To be responsible for the dissemination and adoption of best practice, and developments in Ofsted regulatory requirements.
6. To ensure house managers are fully compliant with company policies and procedures governing their service and maintain a system of monitoring regular audit checks to ensure compliance at all times.
7. To support House Managers, formulate action plans arising from Regulation 44 and regulatory inspections reports and monitor services progress in addressing actions to ensure all requirements are met. To ensure that service managers keep accurate and up to date records to comply with regulatory requirements.
8. To monitor and feedback to Senior Operational Management any potential shortfalls or practice issues in services, shortfalls in mandatory training requirements or any other issues which could impact on service delivery, outcomes for young people, the regulation or reputation of the service.
9. To provide professional guidance and up to date advice on all regulatory and legislative changes affecting the provision of residential care and supported accommodation (for example, changes to National Minimum Standards, legislation, new regulations, etc.).
10. To work in conjunction with Senior Operational Managers, to produce monthly management information and reports to the Board of Directors. Review and report on services performance against key performance indicators (KPI's).
11. To oversee and manage/monitor the company's service data (Drop Box / Sharepoint, Planday) and ensure its use and development meets all required standards. To induct and train new managers into the system and to produce KPIs and management information reports from this system to audit compliance, and to provide links to third parties when required.
12. To ensure action plans, targets and deadlines are issued where gaps are identified through the audit process to ensure compliance.
13. To undertake project work as required and be responsible for the implementation of the outcome of the project.
14. To perform any other duties required from time to time that fall within the scope of this job description (but not limited to the job description) as required by Senior Operational Management, Directors.

NOTE

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- This job description is intended as a guide and may be revised and updated as appropriate to meet changes and demands within the services provided by Budwood Ltd.
 - This position involves travelling to various locations it is therefore expected that you can fulfil this requirement
 - This role involves work with children and vulnerable adults and will require safeguarding checks on recruitment.

PERSON SPECIFICATION

Quality & Compliance Manager

<i>Criteria</i>	<i>Essential</i>	<i>Desirable</i>	<i>Assessment mode</i>
<i>Education and Qualifications</i>			
Diploma in Quality Management or equivalent		✓	Application Form Certificates
Qualified Social Worker or NVQ 4/RMA (children and young people) or equivalent	✓		Application Form Certificates
<i>Knowledge and Experience</i>			
Substantial experience of the social care sector, including residential child care	✓		Application Form Selection Process
Full working knowledge of current statutory and regulatory guidelines governing the operation of services for children and young people	✓		Selection Process
Substantial experience of quality management systems	✓		Application Form Selection Process
Working knowledge of tender and frameworks for the delivery of children's services.		✓	Application Form Selection Process
Experience of working with a range of Local Authority and regulatory personnel	✓		Application Form Selection Process
Fully IT literate in word, excel, databases	✓		Application Form
<i>Skills and Abilities</i>			
Quality management: Able to work to a high specification to improve and maintain quality	✓		Selection Process
Expert: Able to provide sound,	✓		Selection

up to date knowledge and specialist advice on children's services and legislation			Process
Staff management: Ability to supervise and manage the work of others	✓		Selection Process
Self-starter: Initiative and self-discipline with the ability to motivate oneself, work under pressure and meet deadlines	✓		Selection Process
Problem solver: Provide the best possible solution to problems, evaluating the consequences of critical decisions. Able to handle objections effectively	✓		Selection Process
Team player: Able to work effectively with people	✓		Whole Process
Disciplined: Develop and comply with the systems and procedures and take a disciplined approach when undertaking tasks	✓		Selection Process
Consistency: Be consistent in the manner in which a task is tackled, creating sound practical procedures, which incorporate checks for accuracy and ensure that tasks are completed satisfactorily	✓		Selection Process
Communicator: Establish and cultivate meaningful interpersonal relationships. Able to communicate effectively at all levels and in all forms	✓		Whole Process
Complete finisher: Ability to work in a steady, thorough and deliberate manner, with the persistence to see a job through to conclusion	✓		Selection Process
Methodical: Search out errors, rectify omissions, perfect systems and procedures which	✓		Selection Process

will raise the quality and standards			
Full UK driving licence and use of car	✓		Application Form
Commitment to confidentiality	✓		Application Form Selection Process