
# Job Description

**Job Title: Quality Assurance Manager**

**Department: Operations**

**Primary Objectives:**

Responsible for reviewing and improving our existing Quality Management System (including policies and procedures), having regard to the CQC’s standards for our Residential Locations, Community Services and Head Office Functions.

To develop and implement quality assurance policies and procedures

interpret and implement quality assurance standards to drive specific and overall improvement in the quality of our services.

Responsible for ensuring our products and services meet or exceed the established standards of quality including reliability, usability and performance.

Act as a focal point for quality assurance and improvement across Vista, providing guidance and support to colleagues and collecting evidence of best practice.

**Main Duties:**

1. Work closely with the Directors, Managers and operational staff, providing key support to the organisation’s operational quality activity.
2. Responsible for implementing Quality Management Systems (including policies and procedures), having regard to the CQC’s standards.
3. To be responsible for scrutinising and monitoring our operational activity, with a view to ensuring compliance with, and exceeding of, the standards required by current legislation, regulation, guidance and practice standards.
4. To provide a proactive approach to quality assurance activities within the Quality Assurance Systems to ensure that quality of work across all of our service is enhanced.
5. To make an active contribution to embed audit and evaluation into services and support a learning and continual development organisational culture.
6. Collect and compile statistical quality data, analyse data to identify areas for improvement in both our services and our quality assurance systems.
7. Monitor the improved systems against agreed targets, ensuring suitable audit procedures are in place and are adhered to and reporting progress to senior managers as appropriate.
8. Identify training needs and organise training interventions to meet quality standards.
9. To actively maintain accurate, up to date and relevant records relating to quality assurance and improvement and report regularly to senior management at quality assurance meetings.
10. To be responsible for the ongoing development of systems for a range of audit activities to inform practice improvements and service developments and to ensure they continue to meet statutory and regulatory requirements.
11. To be responsible for monitoring outcomes against inspection and audit criteria and ensuring corrective actions are fedback to improve service delivery to meet timescales.
12. To develop questionnaires and undertake surveys or focus groups to obtain feedback from residents, service users, staff and stakeholders in order to inform service improvements. Ensure that such feedback processes are fully accessible and take account of the needs and preference of the people who use our services.
13. To work with managers to ensure data is collated from a range of sources effectively to monitor and improve quality and performance of provision.
14. To support managers to establish procedures, standards, systems and procedures, acting as a catalyst for change and improvement in performance and quality.
15. To keep up to date with research and changes in relevant legislation, guidance, regulation or practice standards to inform best practice and best use of resources.
16. To represent the organisation when compliance audits or inspections take place, coordinate and support on-site audits conducted by external providers in any of the organisation’s services.
17. To ensure that suitable file audit procedures are in place and are adhered to, thereby making our filing and record systems fit for purpose with regard to CQC and/or local authority inspections.
18. Assure ongoing compliance with quality and regulatory requirements and to ensure organisational knowledge is kept up to date an in line with current legislation.
19. To conduct and/or support investigations following the receipt of complaints, including acting as the main liaison point for complainants, and supporting disciplinary meetings and producing investigatory and/or disciplinary reports at the conclusion of the enquiries.

**Additional responsibilities**

1. To ensure activities comply with current law
2. To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
3. To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working
4. To play an active role as part of the wider Vista Management Team
5. To be a champion for Vista’s values

Prepared by: BD & SH Date: March 2022

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **How Identified (e.g. form, interview, test)** |
| Qualifications & Training | Level 5 Health & Social Care (or working towards)Training on audit tools and techniques in a care environment or other CQC registered service  | Accredited training on Quality Assurance in care or working towardsAdditional training on the safeguarding and protection of people with specific and complex needs |  |
| Experience | Quality/compliance inspection, auditing and testing experience in a relevant settingExperience of implementing corrective action programmes and influencing changeSector specific experience of leading and managing servicesExperience of working with and supporting mufti-disciplinary teams | Writing policies to ensure high quality within operational services |  |
| Skills & Knowledge | Strong computer skills:Confident in using Microsoft Office, QA applications and databasesKnowledge of relevant regulatory requirementsExcellent communication skills - verbal and writtenNumerically literate with strong attention to detaildata collection and analysisProblem analysis and problem-solving skillsGood planning and organising skillsKnowledge of tools, concepts and methodologies of QA | Extensive knowledge and understanding of quality systems within Residential / Community or Domiciliary CareClear understanding of what “excellent” looks like in care and community services |  |
| Personal Qualities | Fluent English (both written and spoken) Great communication and interpersonal skills Excellent listening skillsAbility to take direction, then set prioritise and manage own workload Ability to multi-task Proactive approach Able and willing to identify and challenge poor practice and discrimination | Exceptional report writing skillsInquisitive nature, does not shy away from asking questions |  |
| Other | Ability to travel to multiple locations geographically |  |  |