

## Job Description – Quality Compliance and Registered Manager

### VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	<b>Quality Compliance and Registered Manager - Social Care Adult Learning Disabilities</b>
<b>Reports to:</b>	Registered Provider as Managing Director
<b>Responsible for:</b>	Area Managers and Group Leaders
<b>Job Purpose:</b>	<p>To champion compliance with a hands-on approach to achieve our promise to exceed professional standards and provide high standards of care, which enable Participants to live the life they want to safely.</p> <p>To maintain our CQC 'Outstanding' Rating.</p> <p>To contribute to the achievement of The Inclusion Project vision: To be recognised as the leading provider of high-quality person-centred care for Adults with Learning Disabilities and / or Autism, in championing inclusion.</p>
<b>Salary of:</b>	£30,000 - £40,000 dependent on experience and qualification level
<b>Job Overview:</b> (Note: In addition to these functions the post holder would need to be prepared to carry out such duties as may reasonably be required)	<p>Develop and maintain effective working relationships with Area Managers for the service;</p> <p>Liaise with the Provider ensuring all necessary reports are sent timeously;</p> <p>Create and uphold an open, positive and inclusive management culture;</p> <p>Develop and communicate the strategic plans for The Inclusion Project;</p> <p>Oversee the implementation of The Inclusion Project policies and procedures;</p> <p>Conduct audits for effective evaluation of the service goals and quality objectives;</p> <p>This role will consist of leading a team of Area Managers to provide a client centred approach with Clients with Learning Disabilities and /or Autism. You and your team will commit to assisting Clients to enhance and fulfil independent lives in line with CQC and legal regulations.</p>
<b>Location:</b>	The Inclusion Project Office in Hertfordshire, but you may be required to work from other locations at the discretion of the company and with appropriate notice. Travel will be required to conduct internal inspections across the service. Travel expenses £0.35 per mile (Currently across Hertfordshire, Bedfordshire, Wiltshire, Cambridge, North London, West London, West Essex, Hampshire and Derbyshire but other locations may be added).
<b>Working Hours:</b>	35 Hours per week, Monday to Friday, 9.00am to 5pm and other hours which may be required to complete a job, with time given in lieu.
<b>Holidays:</b>	30 days pa Holidays including Bank Holidays
<b>Benefits:</b>	<p>Only statutory sick pay and pension allowance</p> <p>Support with gaining Registration as a Registered Manager with CQC</p>

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### DUTIES AND RESPONSIBILITIES

<p><b>Role Specific Duties:</b></p>	<p>To provide leadership to the Area Managers and Adult Social Care Staff (Group Leaders), and people management functions of The Inclusion Project;                  To maintain the operations of The Inclusion Project at the standard agreed with the Registered Provider, within the parameters set by the Provider;                  Be responsible for promoting and safeguarding the welfare of those individuals they support;                  To ensure the delivery of person centred care/support services that promotes independence, choice and dignity to empower people to live as independently as possible, the lives they choose;                  Provide direct supervision and support to staff through effective coaching and performance management;                  Induct new Area Managers;                  To monitor and support the health and safety of people using the service, staff and visitors in accordance with the Health and Safety at Work Regulations including Fire Risk Assessments;                  As well as responsibility for the operational management of the service, including service delivery within policies, procedures and quality standards, you will make sure we comply with relevant legislation.                  Preparing the service for inspection visits to achieve an ‘Outstanding’ rating, managing risk, monitoring compliance and reviewing the services we deliver and implementing changes to improve them.</p>
<p><b>Working with Others:</b></p>	<p>Conduct Area Manager (currently 16) monthly / quarterly supervisions and annual appraisals and reviews against performance indicators;                  Develop staff to full potential ensuring succession planning for The Inclusion Project;                  Conduct unannounced full day inspections of Areas (at least 2 a week) e.g. Monday and Tuesday visiting inspections across two separate Areas.                  Write Inspections’ reports based on those inspections’ findings, including results from satisfaction surveys and interviews with service users, their families and representatives, external professionals, and Group Leader staff working in the respective Areas (e.g. Wednesday, Thursday).                  Conduct supervisions with Inspection feedback and setting performance indicators for Area Managers based on those findings to improve their Area’s performance (e.g. Friday).                  Conduct observations of Area Managers for The Care Certificate and other CPD; conduct spot checks of Group Leaders in action both in the community and at venues.                  Take the lead on safeguarding advice for Area Managers who act as DSLs, in line with legislation.</p>
<p><b>Leading by Example:</b></p>	<p>Seek opportunities for personal and professional growth;                  Keep up to date with CQC regulations, legislative changes and national policy directions in health and social care.</p>
<p><b>Personal Responsibilities:</b></p>	<p>Take responsibility for your own professional development through performance and development reviews and undertake any relevant training.</p>

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### Person Specification

<b>Specific Requirement for Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
1st Level Nursing Qualification	No	Yes
Level 5 Qualification in relevant subject e.g. Care, Health, Nursing, Social Work, Management, Law, RQF Diploma level 5 Health and Social Care	Yes	Yes
Degree Graduate level education	Yes	Yes
Meets standards required by CQC for a Registered Manager	Yes	Yes
Qualification in Management	No	Yes
Level 3 qualifications	Yes	Yes
Level 2 , Maths, English and Science	Yes	Yes
Strong ICT Literacy	Yes	Yes
Full, Clean, UK Driving License	Yes	Yes
<b>Specific Requirement for Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ensure accurate and legible records are kept	Yes	Yes
Highly literate with proficient research and written skills	Yes	Yes
Can produce written documents to a high standard and can communicate information to a range of audiences	Yes	Yes
Can write reports using CQC framework of regulations and KLOEs	Yes	Yes
Ensure compliance with statutory and The Inclusion Project requirements on all reportable areas within the service provision	Yes	Yes
Budgetary Skills	No	Yes
Advanced Communication Skills	Yes	Yes
Strong work ethic	Yes	Yes
Plan and attend regular meetings with all stakeholders to keep abreast of views and expectations	Yes	Yes
Regularly seek feedback from all stakeholders and plan changes according to feedback	Yes	Yes
Knowledge of various communicative methods to reach all stakeholders	Yes	Yes
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Previous experience of working in similar environments e.g. domiciliary / community care	Yes	Yes
Knowledge and at least three years' working experience working to support clients with learning disabilities and / or autism	Yes	Yes
Experience of leading a team	Yes	Yes
Experience of working within a CQC regulated service achieving good or outstanding ratings	Yes	Yes
Competency required to manage regulated activity of Personal Care	Yes	Yes
Good understanding of CQC regulations and Care Acts, MCA, Safeguarding and Health and Safety legislation	Yes	Yes
Effectively engaging staff, Clients and stakeholders in the development of services.	Yes	Yes
A proven track record of successful quality assurance and performance monitoring	Yes	Yes
A thorough understanding of the legislative and regulatory framework for CQC registered services	Yes	Yes
Able to identify, and get support for, service improvement measures with the ability to influence and assist staff to deliver change	Yes	Yes
Highly organised and able to work to conflicting and challenging deadlines, supported by an ability to plan and prioritise resources	Yes	Yes
Previous experience of working as a service manager	No	Yes
Previous experience of being a Registered Manager with the CQC	No	Yes
Proven ability to time manage to complete multiple tasks	Yes	Yes

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### **This role is for you if you are / have or can:**

- Outcome focused, with a collaborative and flexible approach, you're great at motivating and inspiring others, adept at managing conflicting priorities, negotiate with tact and diplomacy and have good investigation skills.
- Effectively monitor service compliance for CQC registered schemes in accordance with the agreed policies and procedures and CQC regulations and statutory requirements.
- Take the lead in the monitoring of Quality and Compliance by providing service level support to front line managers to embed good practice, systems and compliance during the mobilisation of new services in line with The Inclusion Project's policies and procedures and CQC regulations and legislation.
- Develop communication strategies with staff, service users and associated professionals to ensure good awareness of CQC standards and expectations.
- Work with frontline staff to ensure that our CQC registered service maintains its Outstanding rating.
- Provide advice and support to new Area Managers to ensure they are supported and inducted effectively into the role in preparation for CQC inspections.
- Provide coordination and oversight of our Quality Assurance System and other audit tools and undertake regular audits in line with our Quality Assurance System.
- Work with Area Managers to interpret audit findings and support to develop and implement continuous improvement plans from your comprehensive inspection reports.
- As Registered Manager be responsible for submitting CQC notifications and maintain an oversight of notification logs and safeguarding alerts.
- Contribute to researching, developing and re-working CQC and health and social care related policies and procedures and local protocols.
- Support Area Managers to identify and address poor performance, and promote good and outstanding performance.
- Ensure the service meets all legal and regulatory requirements.
- Leading, managing, mentoring and supporting staff so they can perform their roles safely and to the best of their ability.
- Conduct quarterly internal compliance assessments with all The Inclusion Project Area Managers, their Group Leaders, Families, Participants and Associated Professionals.
- To provide the Managing Director and Area Manager with a written report of findings and recommendations for improvements, using the CQC's fundamental standards and KLOEs to make judgements.
- To ensure that care practice and all aspects of The Inclusion Project exceed professional standards.
- To take the lead on all compliance matters including CQC, Local Authority requirements, Internal Quality Audits.
- To contribute to Safeguarding and serious complaints; overseeing Area Managers' duties as Designated Safeguarding Leads for their respective Areas.
- To conduct quality audit visits to Areas; with spot checks and observations; audit care files; staff training files; recruitment files; and with home visits to Families to gather 'experience' feedback.
- To support Area Managers during Regulatory inspections.
- To support Area Managers with the development of their action plans.
- To provide input into the annual quality audit of the service.
- To ensure all Area Managers are compliant with Care Legislation, CQC regulations and professional Codes of Conduct.
- To assist with the review and development of audit tools.
- To support with the investigation of stakeholder feedback.
- To assist with the development of systems, procedures and processes, in line with best practice.
- To advise and assist in the implementation of safe, effective and efficient care systems and practices within all Areas.

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- To promote a culture of openness, honesty and transparency through encouraging the sharing of practice and recognition of areas for improvement.
- Provide high quality, timely audit outcomes to support development of action plans to address areas for improvement.
- Monitor execution of action plans arising from audits and issues.
- Provide coaching, mentoring and training to colleagues around compliance to support operation to the highest standard at all times.
- To contribute to The Inclusion Project's Policies, Procedures and 'ways of working'.
- To conduct quarterly review and supervision meetings with all Area Managers, documenting discussions, strengths and areas for improvement.
- To record The Care Certificate observation notes for new Area Managers.
- To take full part in Senior Governance and Leadership Meetings.
- To assist Area Managers with strategies for managing and leading Group Leaders.
- To contribute to training sessions, meetings and conferences.
- To liaise with CQC, as both the Registered Manager and Nominated Individual.
- Knowledge of Regulation and the inspection methodology applied by the Care Quality Commission;
- Knowledge of health and safety legislation;
- Competent in Microsoft Office applications, i.e. Outlook, Excel, Word and PowerPoint, and Windows based operating environments;
- Excellent communication skills;
- Strong team player;
- Be able to adjust to changing demands and demonstrate flexibility;
- Flexible approach to working hours - able to work outside of normal hours;
- Reliable and punctual;
- Ability to promote a professional image for the company always;
- Ability to travel with own car, business use car insurance, and clean full UK driving license;
- Able to adapt to, and promote The Inclusion Project culture;
- Ability to stay poised and confident in a high-pressure environment;
- Knowledge of social care policy and political change;
- GCSEs including Maths, English, Science at grade C or above, or their equivalent;
- A-Levels (or equivalent Level 3 qualifications), and
- Degree Level Qualification e.g. in Management / Leadership, or Degree in Health and Social Care, or Registered Nurse qualified, or Any other appropriate and relevant Degree level qualification
- Level 5 relevant qualification
- Experience of auditing/assessing quality in the adult social care sector.
- Good knowledge of CQC, Health and Social Care Acts, Mental Capacity Act and related legislation.
- Motivated, well organised, meticulous and thorough.
- Proven written and oral communication skills, including report writing.
- Collaborative working capabilities
- excellent communication skills
- the ability to make an impact through presentation
- the ability to build and develop productive relationships and networks
- the ability to influence and lead others using a variety of styles and approaches
- an understanding of personal impact on others
- confidence to lead others, encourage contribution, recognise and respect the views of others
- empathy and appreciation of the needs of end users of social care services
- the ability to actively listen to, support and gain the trust of others.
- Business skills and abilities
- a results-driven approach to work
- constructive, analytical and innovative thinking
- use analysis and evidence-based research to address change



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- a proactive and project management approach to work
- decision-making skills
- commercial and financial awareness.
- Ability to lead and manage change
- flexibility and the ability to deal with complexity
- a person centric approach and moral purpose
- the ability to act with integrity, open, honestly and in an ethical manner
- the ability to work under pressure and to take on responsibility
- resilience
- reflective practice
- self-awareness of your own personal and professional development needs.
- Confidence
- Strong interpersonal skills and emotional intelligence
- Applicants must have demonstrable skills in spoken English, adequate to enable effective communication in the workplace.
- Proof of eligibility to work in the UK

Send your completed application form, CV and covering letter showing how you meet the Person Specification and Skills required to:

[info@inclusionproject.co.uk](mailto:info@inclusionproject.co.uk)

by deadline date: of **5pm 15<sup>th</sup> July 2019**

**Interviews will take place during the week beginning: 22<sup>nd</sup> July 2019**

**You will be notified by e-mail as to whether your application has been shortlisted for interview stage.**

If invited for interview, you will be asked to bring evidence of your qualifications, your passport, driving license and a utility bill detailing your home address. Copies will be taken for an enhanced DBS application for the successful candidate and destroyed for any unsuccessful candidates.

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### Value-Based Personal Qualities

Area	Specific Requirement
Working Together	Involve Participants, family, external agencies & colleagues Speak up when things go wrong;
Respect and Dignity	Understand person-centred care and can demonstrate treating people as individuals and respecting choices; Promoting independence and encouraging appropriate risk taking;
Everybody Counts	Ensuring no one is discriminated against or excluded; Understand human rights and impact on care delivery; Facilitating people to 'speak up' about concerns and acting upon them;
Commitment to Quality of Care	Striving for quality in everything we do recognising and understanding what quality in care means for people using the services; Being accepting about criticism and focusing on improvement; Being open to new opportunities for learning and identifying the limits of skills and knowledge;
Compassion	Treating people with kindness; Understanding the importance of empathy in all areas; Understanding the values of others and always providing a caring service;
Improving Lives	Focus on how things could be done better and sharing ideas; Understanding of wellbeing and what is important to people using the service; Improving outcomes for people; Ensuring appropriate services are provided for people using the services;

### Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
Well-Led	✓
W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	✓