

## Quality Lead – Medlock Court

### Role Profile

#### Role Purpose

To support the Residential Enablement service to deliver high quality care and support services in line with the company vision and values. This will be achieved by working with the leadership team to ensure full compliance with regulations, policies and procedures, as well as acting as a quality champion within the service. The post holder will be a visible presence in Medlock Court, liaising with people who receive care and their families, as well as colleagues in the central Quality, Performance and Compliance team – helping promote a culture of quality and to drive continuous improvement within the service. The post holder will be required to develop and monitor action plans as well as provide regular written and verbal reports to the senior management team. This role will be instrumental in our journey to achieving an ‘Outstanding’ CQC rating for this service.

#### Key Relationships

<b>Line Manager:</b>	Registered Manager, Medlock Court
<b>Direct Reports:</b>	None
<b>Other:</b>	Stakeholder Relationships: Members of Medlock Court’s Management Team, Quality, Performance and Compliance Team, Operational Management Teams, Commissioners, nominated social workers, service users and their families

#### Main Accountabilities and Responsibilities

##### Quality Systems and Service Improvement

- To support the leadership team to implement and embed quality systems and processes in line with Group standards.
- Undertake reviews, spot checks and audits, identifying and challenging any areas of non-compliance, escalating repeated or significant inconsistencies/errors if required.
- Develop and monitor action plans to support service development and continuous improvement.
- Work with the Medlock Court management and delivery teams to implement all learning – ensuring accountability is in the right place with appropriate ownership of actions.
- Use data and other information to inform service improvement activity and produce reports in a variety of formats for different audiences.
- Support the leadership team to prepare for internal, external and regulatory inspections.
- Identify and disseminate areas of best practice across the service, linking with the central Quality, Performance and Compliance team to ensure consistency of approach and implementation.
- Identify and propose recommendations for actions to support continuous improvement to ensure the MioCare Group remains at the front of excellent service delivery.

### **Liaison with people who receive care**

- Act as a first point of contact for any concerns or complaints which cannot be resolved by a Care Worker, ensuring responses are managed appropriately within timescales and escalating where required.
- Maintain a service user focus, liaising with people who use our service and their families to ensure they receive the best possible service from the MioCare Group.
- Support the Registered Manager to develop and deliver engagement events with people who use our service.
- Complete periodic service user satisfaction questionnaires and produce initial analysis of the results, identifying areas for improvement and future development of service delivery.

### **General**

- Uphold the values of the MioCare Group.
- Actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- Uphold and implement all relevant policies and procedures for the MioCare Group.
- Undertake any duties commensurate with the level of the post.

### **Work Circumstances**

The post holder will be required to work occasional evenings and weekends as required, to meet with people who use our service and their families and/or to work with staff on scheme.

### Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method (AF/I/T)*
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Level 3 qualification which is relatable to the job role (or equivalent).</li> <li>Evidence of continued professional and personal development.</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to undertake subject-specific training and development as required.</li> <li>A qualification in health and care or quality and compliance.</li> </ul>	AF
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a fast-paced, changing environment.</li> <li>Experience of working with a quality focus, identifying opportunities to help drive continuous service improvement.</li> <li>Experience of conducting structured review and/or audits, developing and monitoring plans to address actions arising.</li> <li>Experience of giving support, advice, challenge and constructive feedback to others.</li> <li>Experience of working with a customer service focus.</li> <li>Experience of working unsupervised and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a regulated environment.</li> <li>Experience of working in a social care setting.</li> <li>Experience of working with older people and their families and carers.</li> </ul>	AF/I/T
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills including the ability to produce reports for a range of audiences.</li> <li>Strong interpersonal skills to build and maintain effective working relationships with colleagues, people who use our services, families and other stakeholders.</li> </ul>		AF/I/T

	<ul style="list-style-type: none"> <li>• Highly organised with keen attention to detail and ability to plan and manage own workload.</li> <li>• Initiative to deliver priorities with minimal supervision.</li> <li>• Ability to deal effectively with conflict, seeking and achieving solutions to issues.</li> <li>• Good IT skills including Microsoft Office products, particularly Word and Excel.</li> </ul>		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• General knowledge of legislation and regulations relating to a care environment.</li> <li>• Knowledge of safeguarding issues and the management and reporting of them.</li> <li>• Knowledge of health and safety requirements in a care setting and how to mitigate risk.</li> <li>• Knowledge of the importance of data protection, confidentiality and information security.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of person-centred planning and the care and support needs of people.</li> </ul>	AF/I/T
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Positive can-do attitude, with drive to improve the experience for people who receive care.</li> <li>• Able to manage changing priorities and be productive with own time and that of others.</li> <li>• Open and honest and prepared to learn from experience.</li> <li>• A creative thinker with a positive approach who is responsive to change.</li> <li>• A highly motivated self-starter.</li> </ul>		AF/I
<b>Work Circumstances</b>	<ul style="list-style-type: none"> <li>• Willing to work flexibly to meet the needs of the company.</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK valid car driving licence and use of a vehicle.</li> </ul>	AF/I

\*AF = Application Form, I = Interview, T = Test