



Job Profile

Quality Assurance Manager

The Company:

Holistic Community Care is the lead company in a group of companies operating in the domiciliary care sector. Holistic is one of the most well-established homecare companies in the UK. It currently provides thousands of hours' worth of care on a weekly basis to several local authorities and private clients in London and the South-East.

The Role:

An excellent opportunity has arisen for a Quality Assurance Manager ("QAM") to join this rapidly expanding group of companies in the homecare sector.

Working closely with the Directors and operational staff, the QAM will provide key support to the group's operational activity. You will also liaise with the CQC and local authorities as required and:

- (a) be responsible for reviewing and improving our existing Quality Management System (including policies and procedures), having regard to the CQC's standards. You will then monitor the improved systems against agreed targets;

- (b) have overall responsibility for the of handling complaints and investigations, whether made by clients, their next of kin, social services or the CQC; and

- (c) will 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. Particular focus will be placed on the regularity of appraisals and training of staff.

The successful candidate will have extensive knowledge of quality systems within domiciliary care, perhaps gained by way of previous experience as a CQC Inspector/Auditor, Team Manager, Independent Reviewing Officer or similar quality assurance role within the Health and Social Care

industry. Alternatively, you may have gained the necessary skills and experience in a previous role as a Branch Manager in a domiciliary care company.

Please note that the successful candidate will be required to work between our two offices, which are based in Stockwell (SW9) and Crayford, Kent (DA1) respectively. Business mileage and/or public transport costs for travel between the two offices will be met.

FULL JOB DESCRIPTION

1. To provide expert advice to Directors, management and operational staff on Quality Assurance Systems and activities.
2. 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.
3. To provide a proactive approach to quality assurance activities within the Quality Assurance Systems to ensure that quality of work across all of our domiciliary care provision is improved.
4. To make an active contribution to embed audit and evaluation into services and support a learning and continual development organisational culture.
5. To report regularly to senior management at quality assurance meetings.
6. To be responsible for monitoring outcomes against inspection criteria and ensuring that information is feedback to improve service delivery to meet timescales.
7. To provide ongoing casework audit and feedback regarding audit outcomes and tracking corrective action.
8. 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.
9. To develop questionnaires and undertake surveys or focus groups to obtain feedback from clients and careworkers, in order to inform service improvements.
10. To work closely with the operational team to ensure data is collated from a range of sources effectively to improve quality and performance of provision.
11. 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.

12. To conduct investigations following the receipt of complaints, including acting as the main liaison point for complainants, inviting the staff concerned to investigatory or disciplinary meetings and producing investigatory and/or disciplinary reports at the conclusion of the enquiries.

13. To represent the company at hearings conducted by the CQC and/or local authorities with regard to alleged misconduct and/breaches of the CQC standards and other relevant legislation and regulations.

14. 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.

Profile:

- Fluent English (both written and spoken)
- Exceptional report writing skills
- Intermediate level or above Microsoft Office skills
- Great communication and interpersonal skills
- Team player and a joy to work with
- Good attention to detail
- Ability to work under pressure
- Ability to multi-task
- Proactive approach
- Good organisational skills
- Ability to work to deadlines & take direction
- Ability to prioritise workload effectively
- Flexibility and adaptability

We work constantly to provide equal opportunities for all, regardless of age, gender, ethnicity, social background, religion, disability or sexuality.

Applications:

Along with their CV, applicants should submit a covering letter, which describes how their skills and experience are suited to the position. An indication of the applicant's current remuneration should also be included.

Benefits:

£26,000.

