

Job Description

Job title	Director of Quality	Job family	Priory – Quality
Reporting to	Chief Quality Officer	Job code	
Location	Remote	Evaluation Date	

Job Purpose

To provide executive level support to operational services to ensure effective support and oversight of the implementation of Quality Management approaches and developments. The role will support regional and central Quality roles to deliver on organisational priorities and create solutions to operational quality challenges.

Key Responsibilities

- To work alongside the Divisional Senior Leadership and Central Quality Teams to provide the highest standards of care and treatment
- Develop and deliver on annual quality objectives in order to continuously build on quality improvement; this will include monitoring progress on implementation and report to appropriate committees/meetings for governance purposes
- Lead on the organisational assurance process, with direct line management of the Heads of Divisional Assurance
- Monitor regulatory action plans, working with operations to ensure that we consistently improve our regulatory ratings across the UK. This will include working with and utilising information provided by the Heads of Divisional Assurance to mitigate any risk.
- Monitor key quality indicators, incidents, complaints and whistleblowing information to review for trends and implement with operations any key recommendations working with Divisional Quality Leaders to ensure there is a learning culture. This will include escalating risk and concerns within the organisation and being part of a team to implement actions to mitigate this risk
- To work closely with the Senior Investigations Manager to ensure a robust learning process is in place in relation to Serious Incidents and Deaths.
- Develop and implement key operational care and treatment strategies and monitor implementation of the same.
- Work with the procurement team to support effective oversight of Advocacy and Secure Transport contracts
- Support the development of policies and standard operating, developing tools, systems & processes to support sites as needed to fully implement them.
- Lead on the organisational approach to Reducing Restrictive Interventions in line with regulatory and legal frameworks including line management of the PBS, PROACT-SCIPr and RRI Training Teams.
- Exercise strong leadership in a style and manner consistent with the company’s values
- Deputise for the Chief Quality Officer when required

Knowledge / Education / Skills

- Educated to degree level with post graduate qualifications in related area
- Professional Qualification desirable
- Expert specialist knowledge of regulatory framework (ideally across all four countries of the UK), implementing and reviewing quality improvement initiatives in a related business environment
- Strong report writing skills with the ability to present information and recommendations in a clear and logical way
- Organised, able to prioritise, proactive, able to work with large amounts of data and a 'completer finisher'

Experience

- Thorough knowledge and experience of social care to include learning disability, mental health, complex autism, older people and Supported Living
- Experience at senior quality leadership/management level for a minimum of 3 years.
- Evidence of quality improvement role at scale in a related sector
- Must have evidence of project management and regulatory/improvement experience
- Experience of discussing issues with, and presenting findings to senior management teams and being able to communicate at all levels in the organisation – tailoring style accordingly

Communication

- Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message.
- Experience of creating and giving presentations and briefings to a varied group of internal and external stakeholders.

Responsibility

Leadership

Across the organisation providing executive level leadership.

Budgets & Equipment

Equipment necessary to carry out a remote role; no direct budgetary responsibilities but corporate responsibilities to ensure efficient use of resources.

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements. Fully maintains all data regulations and storage requirements

Working Environment

Remote/home based, and will be required to attend sites across the UK as well as regular meetings in company wide locations; Driving a car and using public transport required; Occasional staying away from home overnight during the week may be required where virtual meetings are not facilitated by external stakeholders.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector