

Job Description

Job title	Regional Associate Director of Quality and Governance	Job family	Adult Care
Reporting to	Director of Quality	Job code	
Location	Remote - UK	Evaluation Date	July 2021

Job Purpose

- The post holder will have extensive experience working in adult social care, with specific and demonstrable knowledge in relation to the support of those with Autism and/or Learning Disability.
- The post holder will take accountability for proactively driving improvements in practice performance and quality, ensuring quality indicators, governance requirements, care standards and regulatory and health and safety requirements are met. The overall responsibility is to strategically identify quality issues and operationally set objectives with sites and key stakeholders, and develop improvement measures and ensure the tracking and monitoring of their progress whilst continually driving and positioning quality to be embedded in service delivery.
- The post holder will have oversight of the governance processes within all Adult Care services across the region, and work collaboratively with operational colleagues and sites to ensure service user safety, maximizing practice performance, creating a caring environment with evidence based care that yields positive service user outcomes and experience. This will include monitoring key quality performance indicators, gathering soft intelligence, relating the data to service user experience and formulating risk and actions to mitigate where necessary when risk areas are identified.
- The post holder will have allocated lead areas that span the Adult Care division to strategically improve quality & practice performance, addressing service user safety issues and promoting practice effectiveness and regulatory performance. This will include taking a lead on the implementation on specific and agreed divisional annual quality objectives and prioritize accordingly.
- As a senior member of the Division’s Quality team, you will contribute to the Division’s overall strategic aims and business plans, and lead on significant Quality projects as required by the Director of Quality

Duties

- Lead a team of Quality Improvement Leads (QILs) and work closely with Service Managers and Operations and Managing Directors in the monitoring and embedding of an ongoing person centred and quality improvement culture throughout Specialist Services ensuring optimum quality of care and good regulatory outcomes.
- To develop turnaround plans with sites as required, ensuring key deadlines are met and escalating non-performance to the Director of Quality and Managing Directors.

- Be an ambassador for the region, Division and the wider company, communicating key initiatives and driving the message of the importance of quality across all sites within the region.
- Motivate, monitor and coach Quality Improvement Leads to ensure that Service Managers are delivering services of the optimum quality
- Exercise strong practice leadership in a style and manner consistent with the company's values, sharing best practice, positively influencing colleagues at all levels, and encouraging reflective practice and a culture of continuous improvement.
- Working with the Director of Quality, lead the development and implementation of appropriate standards and monitor adherence to policies and procedures at all levels within the division to ensure on-going compliance.
- Lead and plan for the achievement of QPI targets for services within the identified region and track their continued progress, ensuring trends within services are proactively reviewed.
- Manage individual QIL's contribution and performance and provide a range of support as required.
- Ensure compliance with all regulatory and company quality and policy requirements through auditing, review visits to sites that will take place as a minimum, each quarter.
- Overall responsibility for ensuring site governance and robust systems, tools and processes are in place, and that sites have a working knowledge of these, to ensure compliance processes are implemented and audited effectively. Ensure that all auditing and governance requirements are met at each site on an ongoing basis at each site within the region.
- Take a strategic overview of all issues relating to health, safety, regulatory compliance and service quality using early warning indicators, data and soft intelligence available within the division.
- Develop manage and maintain strong working relationships with both internal and external stakeholders in regards to complaints and incidents.
- Work with the relevant Managing Director or Operations Director to investigate and respond to complaints and serious incidents regarding sites and ensure the identification, sharing and implementation of any lessons learned as appropriate.
- Work with the Managing Director, Operations Directors and Service Managers to professionally manage safeguarding issues, liaising with all stakeholders and working at all times to support the individual and protect the reputation and interests of Priory Adult Care. Communicate progress and findings promptly to the Director of Quality and the Managing Director.
- Take an active part in the Divisional Business Review process as required and ensure the reporting of appropriate information in a timely manner to inform the process.
- Maintain an overview of quality for Specialist Services, and work proactively to identify themes and trends and seek proactive solutions both at individual site level and regionally.
- Support QIL's and in turn Service Managers with the quality cycle and action planning and ensure appropriate quality assurance of outward facing documents.
- As required by the Director of Quality, attending internal and external meetings, at all times representing the Quality function in a professional, positive and proactive manner.
- Ensure care staff practice is in accordance with all relevant regulations, Codes of practice, statutory guidelines and accepted best practice.

- Responsibility for development and implementation of policies, procedures and improvement tools and methods that relate to practice in Specialist Services.
- Ensure that systems and processes are in place and gaining assurance that they are fully implemented, this includes; adherence to Priory policy and local procedures.
- To engage in workforce development by working in partnership with the Chief Operating Officer, Managing Directors and Director of Quality to build capability, competence and capacity, including oversight of staffing levels, training/coaching, supervision leaders as required and staff development.
- To work with the Director of HR and HR Business Partners to foster good care, staff engagement and retention.
- To ensure appropriate quality and safety continuous improvement in all areas for the people who use our services, so that services are consistent in high quality service delivery, to avoid fluctuations in quality and graduate the reduction in support of a self-sustaining culture, which leads to better cost effectiveness.
- Act as an advocate for service users and carers in strategic business planning and service development as well as contributing to the overall company aims.

Knowledge / Education / Skills

- Experience of leading a team – being able to set objectives, equipping employees to achieve those objectives and providing a range of support to help a team develop and progress its overall level of capability and contribution to the business.
- Expert specialist knowledge of leading, implementing and reviewing quality initiatives in an adult social care business environment.
- Educated to a degree level or equivalent experience
- Extensive experience of managing and leading 'good' adult social care services and have knowledge and experience of managing change, quality improvement processes, and site turnaround.
- Will have detailed and up to date knowledge of the social care industry, regulatory matters and current best practice.
- Capable of innovating and developing new and better ways to continually improve quality.
- IT literate.
- Understanding of governance and professional practice.
- Collaborative working style, familiar with operating within a matrix organisation with the ability to work with both internal and external stakeholders and develop positive working relationships and networks.

Experience

- At least 5 years working in Adult Social Care with proven abilities as a leader with thorough knowledge and experience of continuous quality improvement methods and the achievement and maintenance of good regulatory outcomes.
- Experience of managing groups of staff in a matrix management structure.
- Must have evidence of project management, service user safety and proven abilities in quality improvement in adult social care.

- Experience of discussing issues with, and presenting findings to, senior management teams.
- Strong report writing skills with the ability to present information and recommendations in a clear and logical way.
- A sound understanding of health and social care across the UK, as well the regulatory landscape.
- Experience of managing and investigating incidents and safeguarding issues.
- A valid UK driving licence is essential for the role
- Regular CPD to ensure the role holder is up to date and credible in a wide range of areas.
- In addition the post holder will be expected to undergo specific statutory and regulatory training as the role requires from time to time

Communication

- Can provide and receive complex, sensitive or contentious information
- Be persuasive where needed to ensure the appropriate delivery of quality
- Be motivational to your Quality Improvement Leads (QILs), Service Managers, and Operational Leadership team
- Experience with negotiating in certain situations, where it's needed
- The use of training or coaching skills where required
- Be empathic or re-assuring where required. This may be because agreement or cooperation is required or because there are barriers to understanding.

Responsibility

Leadership

- Lead a team of Quality Improvement Leads (QILs) and work closely with Service Managers and Operations and Managing Directors in the monitoring and embedding of an ongoing person centred and quality improvement culture throughout Specialist Services ensuring optimum quality of care and good regulatory outcomes.
- To form key relationships with the operational colleagues and service leaders and teams at nominated sites to drive practice performance.
- To forge positive working relationships, particularly with nominated sites, in order to support an effective matrix approach to achieve the divisional objectives.
- To translate new ideas/best practice and evidence based research into operational processes working alongside operational colleagues and care home managers.
- To report to the Director of Quality on work streams and responsibilities.
- To be self-motivated, ambitious for quality, a positive "can do" attitude and outcome focussed. Foster the principles of compassionate care

Budgets & Equipment

- Observes personal duty of care in relation to equipment and resources used in the course of work

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.
- Ensures that compliance with information governance requirements, both personally and for nominated sites, is maintained.

Safeguarding

All Priory Group colleagues have a responsibility to safeguard the individual's we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition to who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

Safeguarding Lead for the Adult Care Division

Diversity and Inclusion

Respects and applies the requirements of diversity and inclusion, promoting and role modelling these across the team

Working Environment

- Generally working within a pleasant and stable working environment, although challenging situations may arise within the Adult Social Care setting, which may heighten the physical, sensory and emotional demands of the role.
- Current full UK driving licence, covered for business use on own motor vehicle.

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