**Job title:** Lead Care Quality Development Manager

**Responsible to:**  Operations Director

**Accountable to:** COO

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

To lead a team of Quality Development Managers (QDMs) across an agreed portfolio of homes, providing the Operations Directors (ODs) with a service to deliver targeted developments in quality.

### Key Responsibilities

* To lead, manage and deploy a team of QDM`S who will provide additional clinical support to homes which have been identified as having a need for an increased level of clinical support; inclusive of ensuring the delivery of improvements in line with agreed plan.
* To work with the Operations Directors (OD) / Regional Directors (RD) and support the team of QDMs to develop excellence in care with a core focus on delivering targeted national care and clinical strategies
* To work with the OD and RDs to deliver sustained improvements in quality as reflected through improved Regulator ratings and focus home plan.
* To continue to work with the Head of Nursing, Care and Dementia to maintain a positive and proactive working relationship with the Quality and Governance Team, providing professional input into agreeing and developing targeted national care and clinical strategies to develop and enhance the quality-of-care services we provide
* To review clinical performance through the monthly clinical statistics and identify specific concerns or trends within operational portfolios and provide through the QDMs regional clinical expertise to reduce risks and deliver the required improvements
* To work collaboratively with colleagues across all disciplines within Care UK and external agencies to develop and sustain best practice, role always modelling our company values and raising the profile of Care UK
* To strengthen and develop the professional clinical leadership of colleagues and actively support QDMs and encourage clinical colleagues in homes to progress through an established career path

**Overall responsibilities & duties:**

* To support the OD to deliver the `in year` plan based on priority quality activity and improvement within key homes.
* To directly work with the ODs and their RDs in the development of care and clinical services and the overall delivery of high-quality care services as recognised through external regulation ratings
* To lead and actively participate in the forming of the annual Quality Plan and the professional development of the care and clinical strategies that are to be delivered
* To work with the ODs and RDs to deliver the `in year` plan ensuring successful implementation of the plan inclusive of facilitating colleague engagement
* To be responsible for developing and leading on the implementation of agreed care & clinical strategies/ initiatives and delivery of the expected outcomes which will change each year to respond to development needs, such as tissue viability, nutrition, end of life care, medication etc.
* To provide clinical and care expertise to the team of QDMs to ensure the provision of care reflects current best clinical practice, inclusive of supporting colleagues to achieve the required standards through professional development and induction
* To ensure best practise is embedded through monitoring compliance of a range of care & clinical KPIs such as tissue viability, nutrition, end of life care, medication etc. and analyse regional data to identify and respond to trends or concerns

Attend the ODs meetings with RDs

* To participate in and contribute to Quality & Governance team meetings, Operations Meetings and other meetings as directed

Develop and maintain a relevant knowledge and current best practice depending on his/her own experience

* To support RDs to develop the knowledge and expertise required to deliver and monitor care in accordance with best practice advice and guidance
* To assist ODs and RDs to implement any changes to systems, policies and processes for the delivery of consistent, high quality care
* To have a working knowledge of legislation within social and health care settings and be able to support the management teams within our homes implementing and sustaining best practice
* To anticipate problems/needs and resolve these in a proactive, independent manner whilst ensuring effective communication
* To hold regular meetings with their team of QDMs and ensure engagement happens across the regional divisions and RD regions
* To organise own workload to meet agreed personal, team and organisation objectives.
* To always maintain confidentiality being mindful of Data Protection and Caldicott Principles and following the Nursing and Midwifery Council Code [of Conduct]

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * Level 1 Registered Nurse with evidence of current NMC registration * Evidence of continuous professional development | * Educated to degree level or equivalent * Has completed formal training regarding provision of leadership of high quality dementia care |
| Experience | * Leading and motivating a team of colleagues * Current clinical expertise in nursing with relevant specialist experience * Experience and understanding of the independent social & health care sector * Demonstrable knowledge of coaching/mentoring colleagues * Practical experience of providing high quality care * Experience of person centred care for individuals living with dementia | * Familiar with working under external scrutiny * Awareness of regulatory framework * Experience of management of Care Homes * Experience of leadership in development of person centred dementia care services * Experience of leadership in development of activity provision |
| **Technical Skills** | * Excellent organisational and leadership skills * Good analytical and judgement skills * Able to work under pressure to meet deadlines * Ability to plan allocate and evaluate own work * Excellent time management skills * Ability to understand key business issues that affect profitability and growth * IT literate |  |
| **Personal Qualities** | * Self-motivated, flexible and enthusiastic approach to work * Excellent communication skills both written and verbal * Works collaboratively with others sharing ideas and information at all times * Effectively builds trust with a consistent approach between actions and words * Builds effective and constructive relationships both internally and externally * Ability to build rapport and influence at every level in the organisation * Works collaboratively with others sharing ideas and information at all times * Has the ability to raise standards through innovation and new ideas * Access to own transport, due to the geographical nature of this role the jobholder will be required to travel extensively between care homes with overnight stays where appropriate |  |