

# Role Profile & Specification

<b>Title</b>	<b>HEAD OF QUALITY</b>
<b>Reporting to</b>	<b>DIRECTOR OF OPERATIONS</b>
<b>Job Overview and Purpose</b>	The Head of Quality role will straddle both strategic and operational remits, leading on the design and delivery of a robust quality and compliance strategy. The Head of Quality will support Director of Operations with the strategic and operational management of the Quality agenda. The post holder will lead and maintain a vision and plan for providing good quality outcomes for people we support and embed a culture of continuous improvement.

<b>Tasks and Responsibilities</b>	
Quality & Compliance	<ul style="list-style-type: none"> <li>Lead on quality within Avalon Group and support strategic roles in relation to quality assurance, quality improvement, quality control and quality planning through delivery of the quality assurance framework.</li> <li>Ensure legislative and regulatory compliance with internal and external standards, including those assessed by the Care Quality Commission.</li> <li>Attend locality business reviews and senior management team meetings and contribute to debate and problem solving.</li> <li>Undertake 'deep dive' reviews as required by the Director of Operations within individual services and/or localities and make recommendations for improvement.</li> <li>Ensure learning from incidents, complaints, whistleblowing and investigations by providing and evidencing analysis, trends and learning within the organisation.</li> <li>Ensure that issues of unsafe or poor-quality practice and service are rapidly identified and addressed through governance processes.</li> <li>Act as a specialist resource to the Senior Leadership Team and other colleagues leading on the use of innovative improvement tools.</li> <li>Ensure robust reporting and monitoring processes, aligned to national regulations is in place.</li> <li>Contribute to Monthly Directors and Heads of Service Meetings to update and inform colleagues on new statutory guidelines, best practice reviews and evidenced-based practice to promote learning and development across front-line services.</li> <li>Undertake assessment of trend analysis and quality data and provide management reports to the Directors and the Board of Trustees as required.</li> </ul>
Strategic Development	<ul style="list-style-type: none"> <li>To lead the planning, implementation and delivery of a strong quality governance culture that demonstrates learning and improvement is taking place.</li> <li>Build and proactively develop effective stakeholder relationships around Quality.</li> <li>Collaborate to devise strategic plans for continuous improvement and transformational change in line with the needs of people we support and colleagues.</li> <li>Ensure people supported are included appropriately in quality improvement</li> </ul>

	<p>and assurance processes, leading on the facilitation and development of Avalink, Avalon's user voice committee.</p> <ul style="list-style-type: none"> <li>• Ensure the quality function demonstrates value for money by taking responsibility for the quality budget.</li> </ul>
Operational Support	<ul style="list-style-type: none"> <li>• Work alongside support teams and external professionals to ensure consistencies in practice are developed and promoted across the organisation, that are evidence-based and in line with best practice.</li> <li>• Be involved in the commissioning of new services and reviews, where required, and a multi-disciplinary team to promote good quality and compliance.</li> <li>• To participate in the recruitment of colleagues where appropriate.</li> </ul>
Leadership and Training	<ul style="list-style-type: none"> <li>• Develop and implement quality governance processes which underpin and support the development of best practice in front-line services.</li> <li>• To take a lead in the development of a learning environment that will support change and act as a role model through practice, positive attitude and presentation.</li> <li>• To line manage the Quality Officer.</li> <li>• Provide specialist advice to the learning and development.</li> <li>• Contribute to the evaluation of these specialist training programmes.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Works flexibly as agreed with the Director of Operations.</li> <li>• Manage workload efficiently with excellent time management skills, to ensure that deadlines are met.</li> <li>• Confidence to lead and able to present to groups of people at all levels.</li> <li>• Manage change.</li> <li>• Excellent organisational, literacy and numeracy skills.</li> <li>• Able to facilitate meetings and record minutes.</li> <li>• Commitment to personal development.</li> <li>• Willing to travel and work from any Avalon location dictated by the needs of the role.</li> </ul>

### Our Values

- We are kind and respectful to everyone
- We are honest and trustworthy
- We are also learning and developing
- We are inclusive, everyone has a voice
- We work in partnership with our communities

### Core Competencies – applicable to all roles

Communicates well	<ul style="list-style-type: none"> <li>▪ Listens to others</li> <li>▪ Asks relevant &amp; pertinent questions</li> <li>▪ Communicates in a clear &amp; concise way</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Effectively uses a range of communication tools &amp; techniques</li> <li>▪ Keeps accurate, objective &amp; clear records</li> </ul>
Has a positive & practical approach to work	<ul style="list-style-type: none"> <li>▪ Tackles things in a direct &amp; orderly manner</li> <li>▪ Can be depended upon to get things right</li> <li>▪ Able to prioritise tasks &amp; manage workload</li> <li>▪ Reliable under pressure</li> <li>▪ Undertakes learning and development which is identified as mandatory for the role</li> </ul>
Works well with other people	<ul style="list-style-type: none"> <li>▪ Earns the respect of others</li> <li>▪ Shows respect for the views &amp; actions of others</li> <li>▪ Builds &amp; maintains mutually beneficial relationships</li> <li>▪ Motivates self &amp; others</li> </ul>
Able to respond to & solve problems	<ul style="list-style-type: none"> <li>▪ Plans ahead</li> <li>▪ Tackles issues voluntarily &amp; positively</li> <li>▪ Able to identify the cause &amp; not just the symptoms of problems</li> <li>▪ Able to anticipate problems &amp; develop solutions in advance</li> <li>▪ Solves problems in a calm, direct &amp; organised manner</li> <li>▪ Helps other people with problems</li> </ul>
Able to innovate & have new ideas	<ul style="list-style-type: none"> <li>▪ Full of ideas which provide fresh insight &amp; broader perspectives</li> <li>▪ Responds positively to change</li> <li>▪ Self- motivated</li> <li>▪ Reflects on own practice to improve and develop</li> <li>▪ Identifies opportunities to develop own skills and knowledge</li> </ul>

# Person Specification

Post Title	Head of Quality	
	Essential	Desirable
<b>Qualification</b>		
Educated to Degree level or a recognised management qualification at NVQ level 4, CMI level 5 (Diploma) or equivalent		✓
Evidence of continuing professional development	✓	
Social Care/Management Qualification		✓
<b>Experience</b>		
Experience of ensuring quality outcomes are delivered in a health of social care setting.	✓	
Have been involved in service development changes	✓	
Experience of managing and leading teams		✓
Experience of audit and related activities implementing evidence-based practice	✓	
Experience of managing and implementing action plans	✓	
Experience of leading change and developing innovative practices in collaboration with other agencies	✓	
<b>Knowledge and Understanding</b>		
Knowledge of the social care sector	✓	
Knowledge and understanding of CQC quality standards	✓	
Knowledge and understanding of quality management approaches and tools	✓	
<b>Skills &amp; Attributes</b>		
Leadership skills	✓	
Ability to put strategy into action	✓	
Ability to present complex information to stakeholders throughout the organisation	✓	
Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability	✓	
Professional written and oral communication skills including the confidence to present to an audience	✓	
Ability to work under pressure	✓	
Ability to liaise and communicate effectively with colleagues at all levels maintaining high levels of diplomacy and confidentiality	✓	
Analysis skills	✓	
Self-motivated and able to motivate others	✓	
Ability to maintain discretion and confidentiality	✓	
Commitment to the values of Avalon	✓	