

Role Profile & Specification

Title	QUALITY AND COMPLIANCE COORDINATOR
Reporting to	HEAD OF QUALITY
Job Overview and Purpose	<p>Monitor and advise on day to day operational quality and performance issues to ensure that Avalon provides safe, quality services.</p> <p>Undertake routine, ad-hoc and follow up internal inspections.</p> <p>Provide monthly compliance reports to operational teams and the senior leadership team.</p>

Tasks and Responsibilities	
Quality & Compliance	<ul style="list-style-type: none"> Monitor performance and compliance across operations in line with Avalon's quality assurance framework Assist operational managers to identify issues and create and monitor continuous improvement plans based on internal inspection findings Has knowledge and understanding of Care Quality Commission (CQC) Fundamental Standards, Key Lines of Enquiry (KLOEs), regulations and relevant social care legislation, standards and best practice Able to undertake quality visits/internal inspections using own initiative and draft finding reports Able to give feedback on improvement opportunities to operational teams Monitor operational performance, identifying areas for improvement and supporting and empowering teams to do the same Support operational teams in promoting systems and practices that enable staff to meet CQC standards and ensure compliance across services Supports with the review and development of policies and procedures as required
Administration	<ul style="list-style-type: none"> Analyses information from a range of sources to produce written, statistical reports on compliance findings and performance Understands written guidelines (i.e. policies & procedures) and acts accordingly Able to keep accurate records and well managed documentation electronically Knowledge and ability to support the implementation of management systems to facilitate effective management across operations
Partnership working	<ul style="list-style-type: none"> Able to work collaboratively with the people we support, their families and advocates, other professionals & agencies Shows commitment to working as part of a wider team of Avalon Group employees Attends and actively participate in relevant forums, such as Avalink Communicates effectively with a range of roles across the organisation
Health & Safety	<ul style="list-style-type: none"> Supports in monitoring and implementing some tasks linked to Health and Safety policies and procedures
General	<ul style="list-style-type: none"> Works flexibly as agreed with the Head of Quality Able to manage workload effectively with excellent time management skills,

	<ul style="list-style-type: none"> to ensure deadlines are met Confident leading and able to present to groups of people at all levels Excellent organisational, literacy & numeracy skills Able to facilitate meetings, accurately capturing and minuting actions Committed to personal development Willing to travel and work from any Avalon location dictated by the needs of the role Full UK driving licence and access to a vehicle for work purposes
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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"> ■ Listens to others ■ Asks relevant & pertinent questions ■ Communicates in a clear & concise way ■ Effectively uses a range of communication tools & techniques ■ Keeps accurate, objective & clear records
Has a positive & practical approach to work	<ul style="list-style-type: none"> ■ Tackles things in a direct & orderly manner ■ Can be depended upon to get things right ■ Able to prioritise tasks & manage workload ■ Reliable under pressure ■ Undertakes learning and development which is identified as mandatory for the role
Works well with other people	<ul style="list-style-type: none"> ■ Earns the respect of others ■ Shows respect for the views & actions of others ■ Builds & maintains mutually beneficial relationships ■ Motivates self & others
Able to respond to & solve problems	<ul style="list-style-type: none"> ■ Plans ahead ■ Tackles issues voluntarily & positively ■ Able to identify the cause & not just the symptoms of problems ■ Able to anticipate problems & develop solutions in advance ■ Solves problems in a calm, direct & organised manner ■ Helps other people with problems
Able to innovate & have new ideas	<ul style="list-style-type: none"> ■ Full of ideas which provide fresh insight & broader perspectives ■ Responds positively to change ■ Self- motivated ■ Reflects on own practice to improve and develop ■ Identifies opportunities to develop own skills and knowledge

Person Specification

Post Title	Quality & Compliance Co-ordinator	
	Essential	Desirable
Qualification		
Holds or be willing to undertake a recognised qualification in social care and/or management	✓	
Evidence of continuing professional development	✓	
Holds or be willing to undertake a recognised health and safety qualification eg IOSH		✓
Experience		
Experience of audit and related activities implementing evidence-based practice	✓	
Experience of managing and implementing action plans	✓	
Knowledge and Understanding		
Knowledge of the social care sector	✓	
Knowledge and understanding of relevant legislation and standards within the sector, particularly CQC quality standards, the Care Act and the Health & Social Care Act	✓	
Knowledge and understanding of quality management approaches and tools	✓	
Skills & Attributes		
Demonstrates a passion for and has experience of compliance and continuous improvement with understanding the links to external regulation	✓	
Confident in engaging and interacting with a diverse range of people	✓	
Ability to communicate effectively at all levels both verbally and in writing including the confidence to present to an audience	✓	
Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability	✓	
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	✓	