

Role Profile & Specification

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| 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 | |
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| 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, |

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| | <p>to ensure deadlines are met</p> <ul style="list-style-type: none"> • 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 | |
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| 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 | |
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| | 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 | ✓ | |