

## Role Profile & Specification

<b>Title</b>	<b>DIRECTOR OF QUALITY</b>
<b>Reporting to</b>	<b>CEO</b>
<b>Job Purpose</b>	<p>This new Senior Leadership role will shape how people experience care and support with Avalon Group by:</p> <ul style="list-style-type: none"> <li>• leading the development and delivery of a forward-thinking Quality Strategy that embeds quality, best practice and inclusion, helping us evolve from a compliance mindset to a learning culture informed by lived experience, innovation and partnership;</li> <li>• hold collective responsibility for contributing to the strategic direction, growth, development, quality and financial performance of the charity.</li> </ul> <p>Responsible for leading continuous, organisation-wide improvement in the quality and safety of support provided by Avalon Group, ensuring people supported are actively and meaningfully involved in shaping how services are designed, delivered, and improved across the organisation.</p> <p>Key areas of responsibility include leadership of safeguarding and health and safety, supporting the operational team to drive improvements and system enhancements. The role also ensures full compliance with regulatory requirements, including the Care Quality Commission (CQC), by building robust systems and promoting a culture of accountability, learning, and improvement.</p>
<b>Tasks and Responsibilities</b>	
<b>Strategic Quality Leadership</b>	<ul style="list-style-type: none"> <li>• Develop and lead the implementation of a quality strategy aligned with Avalon Group’s organisational goals. Maintain and develop a robust quality assurance framework that enables continuous improvement in service delivery and outcomes, aligned to regulatory requirements.</li> <li>• To lead the development and implementation of Avalon’s clinical governance strategy, developing plans with teams and reporting on progress against key milestones to the Board of Trustees’.</li> <li>• Contribute to the strategic development of services by; contributing to relevant steering groups across the organisation; take part in service and policy developments across the organisation with a predominant focus on developing Avalon’s complex care offer.</li> <li>• Lead the development and promotion of best practice and innovation across the organisation in partnership with key stakeholders such as the people we support, commissioners and operational leaders.</li> <li>• Champion a culture of accountability, innovation and learning that empowers teams to deliver high-quality, person-centred support.</li> <li>• Represent the organisations at relevant networks, partnerships and sector forums to identify and share best practice.</li> <li>• Ensure that all Avalon Group colleagues are current and confident in their knowledge of the regulatory environment, how it impacts their role and the support a person experiences.</li> </ul>
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Lead and develop a high-performing Quality function that is recognised</li> </ul>

	<p>as a centre of excellence, delivering expert insight, adding value, and enabling the achievement of strategic and organisational development goals.</p> <ul style="list-style-type: none"> <li>• To implement and lead robust governance arrangements with the organisation to ensure our services are safe and meet legal requirements e.g. CQC standards, corporate governance, NICE and any other contractual requirements.</li> <li>• Be involved in the commissioning of new services and reviews, where required, and a multi-disciplinary team to promote good governance and understanding of whole system approaches.</li> <li>• Hold responsibility for organisational policies related to quality assurance, safeguarding and health &amp; safety. Oversee the schedule and review of operational policies, ensuring timely updates and alignment with evolving standards and best practice.</li> <li>• Maintain oversight of compliance across localities and services and provide strategic insight into areas of risk and opportunity, presenting regular quality and compliance reports to the Senior Leadership Team and the Board of Trustees.</li> </ul>
<b>Systems development</b>	<ul style="list-style-type: none"> <li>• Support the development and integration of digital systems, including Nourish and Charms, to monitor, evidence, and enhance the quality of support.</li> <li>• Ensure internal systems support the organisation to exceed regulatory requirements and contractual obligations.</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> </ul>
<b>Inclusion</b>	<ul style="list-style-type: none"> <li>• Strategic lead for inclusion ensuring the people we support shape strategy, services and operational decisions.</li> <li>• Responsible for overseeing and developing the strategic voice group, Avalink, to act as a strategic representatives of each service/local community hub with clear lines of governance to influence change at Avalon Group.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Works flexibly as agreed with the CEO.</li> <li>• Manage workload effectively with excellent time management skills, to ensure 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 &amp; numeracy skills.</li> <li>• Able to facilitate meetings &amp; 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>

<p><b>Our Values</b></p> <ul style="list-style-type: none"> <li>• We are kind and respectful to everyone</li> <li>• We are honest and trustworthy</li> <li>• We are always learning and developing</li> <li>• We are inclusive; everyone has a voice</li> <li>• We work in partnership with our communities</li> </ul>
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<b>Core Competencies</b>	
<p>Communicate well (Respect, Integrity, Working Together, Quality)</p>	<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> <li>▪ Effectively uses a range of communication tools &amp; techniques</li> <li>▪ Keeps accurate, objective &amp; clear records</li> </ul>
<p>A positive &amp; practical approach to work (Integrity, Quality, Learning and Reflection)</p>	<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> </ul>
<p>Work well with other people (Respect, Integrity, Working Together)</p>	<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> <li>▪ Facilitate customer participation</li> <li>▪ Promote inclusion</li> <li>▪ Drive customer engagement</li> </ul>
<p>Able to respond to &amp; solve problems (Integrity, Quality, Working Together, Learning &amp; Reflection)</p>	<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>
<p>Able to innovate &amp; have new ideas (Integrity, Working Together, Quality, Learning &amp; Reflection)</p>	<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> </ul>

# Person Specification

Post Title	Director of Quality	
	Essential	Desirable
<b>Qualifications</b>		
Relevant qualification such as MSc Applied Behaviour Analyst/Positive Behaviour Support/Nursing		✓
Evidence of experience in therapeutic interventions relevant to speciality e.g. Positive Behaviour Support, Active Support, CBT, etc		✓
Social Care/Management Qualification		✓
<b>Knowledge and understanding</b>		
To have an in-depth knowledge of current health and social care legislation.	✓	
In depth understanding of the key stakeholders across the sector and the political environment/government strategies for Social Care.	✓	
Understanding/experience of managing risk, including supporting positive risk taking and identifying/addressing unacceptable risk. Knowledge of clinical and non-clinical risk management practices.	✓	
Understanding of the principles of and experience in Safeguarding and Health and Safety.	✓	
Ideally also understanding of the PBS competency framework and standards of practice and trauma informed care.		✓
Excellent written, listening and oral communication skills, including report writing and presentation skills, for a diverse range of situations and settings.	✓	
Demonstrable literacy of Microsoft Word, Excel, PowerPoint and Outlook and quality management systems.	✓	
Ability to balance commercial reality with inspiring ideas and a restless curiosity that drives continuous improvement for the organisation.	✓	
Knowledge and understanding of the strategic environment in which care and support services are being delivered and the implications for the organisation.	✓	
<b>Experience</b>		
Experience of leading a Care Quality or Operations function within Social Care or a closely related sector.	✓	
Clear evidence of the strategic development of care quality delivery, incorporating new technology and responding to changing demands	✓	
Evidence of driving improvement in care quality within Social Care	✓	
Experience of working within social care at a management level, in an advisory capacity to Senior Managers.		✓
Experience of working with people with disabilities.	✓	
Understanding of the interface between clinical/ healthcare and	✓	

social care in community settings. A developed understanding of person-centred healthcare for people with a learning disability.		
Clear evidence of driving and embedding cultural change in line with corporate strategies.		✓
<b>Competencies &amp; Behaviours</b>		
Confident in engaging and interacting with a diverse range of people.	✓	
Ability to communicate effectively at all levels both orally and in writing.	✓	
Proficient IT User.	✓	
<b>Personal Attributes</b>		
Demonstrate a passion for and has experience of enhancing the lives of adults living with a learning disability.	✓	
Requirement to attend/represent Avalon Group at meetings and events outside of normal working hours.	✓	
Assertive and confident with the ability to initiate action when required.	✓	
Is able to work flexible hours which may include occasional evening and weekend working including out of hours on-call arrangements.	✓	
Able to travel to a number of locations as and when required.	✓	
Commitment to Avalon Group's vision, mission and values.	✓	