



Quality Assurance & Compliance Manager – Fixed Term Contract (6 Months)

CLIENT GROUP: Specialist Services

RESPONSIBLE TO: Specialist Services Director

PURPOSE OF POST: To work as part of a team providing high quality care and support to Client's to remain independent in their own homes. To ensure the quality and high reputation of SweetTree is retained via a mixture of quality audits, active problem solving and quality driven/assessed management tasks

MAIN RESPONSIBILITIES INCLUDE:

- To carry out Quality Assurance reviews for clients and Support workers
- To work closely with the Specialist Services Director & support Managers to ensure the smooth running of the Specialist Services.
- To work with the Service & Support Managers regarding the quality of care being delivered in line with specific actions based on feedback information.
- To perform client file audits and to flag any issues in a timely manner and ensure completion.
- To assist in reviewing ongoing concerns, complaints and incidents and deliver 3 monthly reports to present in compliance update meeting.
- To work as a part of a compliance team.
- Working alongside the assistant support managers for overseeing new starter checks, Care Certificate and Probation reviews for new support workers.
- To assist in onboarding new office staff through the induction process ensuring clear schedules, understanding of service and values of company.
- To oversee the successful completion of compliance processes across the Specialist services
- To support in completing, complex internal investigations to ensure appropriate action is taken and recorded.
- Prepare reports and evidence for inspections and quality reviews.
- To review and complete policy and procedure documentation, ensuring quality of care services.

- Collaborate with training department to ensure Support worker training is in line with service needs.
- To Support the Specialist Service Director with any safeguarding concerns
- To Support Specialist Service Director with any complaints regarding service delivery.
- To assist the Managers in performing interviews.
- To maintain existing quality assurance systems
- To assist in reviewing updating of support plans/risk assessments, training and guidance as identified during any review/file audit/investigation process.
- To undertake any ad hoc client/employee driven KPI management tasks that are critical to the ongoing quality of SweetTree Home Care Services, as directed by the Specialist Services Director.
- To preserve independence & dignity of Clients as much as possible.
- To promote equal opportunities and respect diversity, different cultures and values.
- To carry out any other duties as stipulated by the Specialist Services Director
- To contribute to the overall development of the service and promote a positive image of the service users and SweetTree Home Care Services
- To prepare, attend and engage in regular facilitations, appraisals and performance review accepting and providing constructive feedback

PERSON SPECIFICATION

- An understanding of the needs of adults with learning disabilities
- An understanding of the needs of adults with Brain Injury and Neurological conditions
- An understanding of how health and social care is structured
- A detailed understanding of Quality Assurance processes in the care sector
- Knowledge of legislation relevant to the Care Sector
- An understanding of the challenges faced by Support workers
- You should also have or be willing to work towards a level 3 in health and social care, be self-motivated, reliable, flexible and have the dedication to this client group
- Experience liaising with external stakeholders and other professionals
- Excellent organisation and communication skills
- Ability to communicate clearly and tactfully at different levels, both verbally and in writing

WORKING CONDITIONS: Working hours will be 37.5 hours weekly, this is a hybrid role with some office-based work and some home working. Days worked and location to be



agreed with Specialist Services Director in advance. Terms and conditions of employment are as per your employment contract and staff handbook

DRESS CODE: A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. Team Members are provided with ID cards which must be carried when on duty.