

Role Title: Quality Assurance Auditor		
<p>Role Purpose: To ensure a high standard of care quality is achieved.</p> <p>You will be responsible for working with Services Managers and Team Supervisors to ensure your team complies with appropriate social care quality standards e.g. CQC, Local Authorities and Leading Lives' policies and procedures</p>		
Accountabilities	Measures of success	What you need to Know
<p>1. Demonstrating Personal Qualities</p> <p>Developing self awareness, managing yourself, continuing professional development, acting with integrity</p> <p>To work within GDPR guidelines, maintaining confidentiality</p> <p>Auditing GDPR practices locally ensuring the standards are being met</p> <p>Undertake training as and when required ensuring you stay safe to work with customers.</p> <p>Create a culture of compliance and continuous improvement by collaborating with service Managers and Team Supervisors to improve quality and working practices across</p>	<p>Effective role modelling of practice to staff</p>	<p>Completing reports and maintaining records to the appropriate standard.</p> <p>Effective communication skills across a range of contacts.</p> <p>Experience of working with people in a care setting, including provision of support to those with learning disabilities, intimate care, supporting complex needs and risk assessment.</p>
<p>2. Working with others</p> <p>Developing networks, building and maintaining relationships, encouraging contribution, working with teams</p> <p>To communicate effectively with the management team, building positive relationships.</p> <p>The role is both community and office based to ensure our customers are happy. This will include personally supporting customers, mentoring staff and being a first point of contact. You will need to be a confident decision maker, able to work efficiently and successfully deliver targeted work volumes.</p> <p>Write personal risk assessments for customer support plans. Service Managers to sign them off and staff team to be made aware of the risk assessment.</p> <p>You will be responsible for acting as a mentor, providing direction, shadowing and providing support as required.</p>	<p>Customer feedback - Family / carer feedback</p> <p>Motivated staff team</p> <p>Feedback From team members and line manager</p>	<p>Awareness of relevant health and safety and care legislation</p> <p>Quality assurance experience.</p> <p>Knowledge and awareness of GDPR legislation</p> <p>Knowledge of the health & social care sector.</p> <p>Knowledge of legal requirements in health & social care</p> <p>Practical experience of diversity, advocacy, Person centred approaches, confidentiality and</p>

<p>3. Managing Services Planning, managing resources, people and performance To assess customer requirements/needs and ensuring that these are met within the support plan and by staff Prioritise and manage your own workload working to work to targets, with a clear eye for detail. Put action plans in to place, establishing timescales for task completion and agreeing performance measurement of Support Workers delivering the service provided to customers with your Line Manager. Train as a Manual Handling Risk assessor, write and update MHRA's keeping your colleagues up to date with any changes.</p>	<p>Effectiveness of support Improved independence and community involvement for the individual</p>	<p>their application in this setting. Competent in total communication and PBS Confidence and credibility in presenting best practice to colleagues Good numerical skills and an understanding of statistics</p>
<p>4. Improving Services Ensuring the safety of people who use the service, critically evaluating, encouraging improvement and innovation, facilitating transformation To review and complete compliance/quality audits/spot checks on a regular basis to ensure all files are maintained and up to date including care files, medication and health & safety records, making recommendations where appropriate, and communicating findings to the Service Manager and Team Supervisor as appropriate. Ensuring customer service standards are met working alongside the company's customer charter Database analysis, action planning and evaluation Standardising and streamlining processes to improve customer service and deployment of competent staff Improving processes and identifying points of failure in service delivery/customer satisfaction Ensure all health and safety risks have been considered within customers support plan, fire, environment checks, wheel chairs and that risks have been followed up with risk assessment and actions are followed Investigate irregularities and non-compliance issues, highlighting areas of concern to Service Managers and assist in continually improving working practices</p>	<p>CQC reports Have a good working knowledge of company policies and procedures and work in line with them Effective and inclusive services Total communication standards Number of near misses Risk assessments Monitoring of customer wellbeing Quality audit feedback Service improvements Outcomes delivered Team performance</p>	<p>Good IT skills Good planning and organising skills Good problem solving skills Good report writing and presentation skills Good communication and interpersonal skills</p> <p>How you act</p> <p>You think ahead, adapt, flex and focus to remain a front-runner. You value relationships and collective strength so that you can make a difference. You grow yourself , to grow others</p> <p>Person Centred - You display a Person Centred approach that promotes inclusion, rights,</p>

5. Setting direction Identifying the contexts for change, applying knowledge and evidence, making decisions, evaluating impact	independence and choice Dignity and Respect – you adhere to principles of dignity Shows initiative – you come up with ways of improving how we do things Team Worker - You work with others to deliver results and Flexible attitude – you are prepared to work flexibly to deliver the service.
6. Creating the Vision Developing the vision for the organisation, influencing the vision of the wider social care system, communicating and embodying the vision.	
7. Delivering the strategy Framing, developing, implementing and embedding the strategy	

