

Senior Quality Advisor

1. Support the development and implementation of Turning Point's risk and quality assurance systems and clinical governance framework
2. Contribute to the assurance that services are safe and high quality



WHAT I AM ACCOUNTABLE FOR:

Risk & Assurance Systems & Governance (designated market/function)

- Advise on regulatory requirements with specific reference to our main regulators e.g. CQC, Ofsted
- Advise on incidents, complaints, concerns, investigations and all matters affecting or potentially detracting from high quality services to the people we support
- Provide troubleshooting advice, coaching and support to services and facilitate action planning and improvement regimes
- Represent the wider R&A department as necessary.
- Deliver and oversee a programme of on-site and remote audits to assess service delivery compliance and quality against the relevant organisational and regulatory standards
- Source and analyse relevant management information and data collection to identify opportunities for improvement and make recommendations
- Produce written reports detailing audit findings actions for relevant management and governance groups
- Assist and provide appropriate guidance to support the implementation and transformation of new and existing services and transfers out
- Attend specific market area level governance meetings.

HOW I OPERATE

Values Led Leadership

- I role model our values
- I promote best practice in evidence-based practice, quality and service improvement
- I encourage a culture of continuous performance improvement at both an individual and service level to enhance risk management capabilities and quality standards
- I create pragmatic solutions that meet the needs of the business and mitigate risks
- I influence people to promote a culture of accountability and drive change
- I contribute to a cooperative and collaborative R&A team that is adaptable to changing business needs, and respond effectively to ambiguity and competing priorities
- I develop and maintain effective working relationships
- I act with impartiality and in an unbiased way
- I actively seek opportunities to develop myself and maintain up to date knowledge of relevant legislation and quality improvement approaches
- I take ownership and accountability for my own actions
- I act in a confident and professional manner, and with credibility and integrity

WHAT I NEED:

Skills \ Knowledge

- Knowledge of the regulatory inspection requirements and processes in a health and social care environment such as CQC, and in-depth knowledge of theory and best practice in the provision of health and social care services.
- Ability to coach and advise managers and colleagues
- Understanding of specific training requirements (CPD) for relevant market area
- Ability to develop policies and audits reflecting best practice and sector standards
- Ability to conduct quality audits and write reports on observations
- Capacity to travel regionally and nationally to all parts of Turning Point's operations to deliver solutions and manage assignments, including occasional overnight stays.
- Experience of working in a range of health and social care settings (desirable)
- Skills in planning, implementing, and completing business projects (desirable)
- Experience of multi-disciplinary integrated working across systems
- Experience of providing quality solutions within a health and social care or public sector environment (desirable)

Senior Quality Advisor/Mental Health Administrator



1. Support the development and implementation of Turning Point's risk and quality assurance systems and clinical governance framework
2. Monitor and administer the Mental Health Act for independent hospitals and provide expert guidance to colleagues in Mental Health

PEOPLE

- Working as part of a team with colleagues in R&A including providing cover for planned and unplanned absences;
- Actively participate in team meetings and other meetings;
- Thorough and timely communication with statutory agencies, MDT's and system partners.
- Undertaking training to enhance skills, knowledge and behaviours;
- Seeking advice from colleagues, subject matter experts, relevant clinicians and managers to support effective working
- Working with managers in services to support audits of quality and safety
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning process;
- Representing Turning Point and Turning Point's organisational values at meetings and events;
- Ensuring an environment free from discrimination and bullying;
- Prioritising safeguarding of children and adults at risk and escalating any concerns.

PROCESS

- Completing all tasks and documentation to ensure achievement of key performance indicators relevant to the role;
- Writing reports as required (e.g. audit reports)
- Provision of advice regarding quality improvement
- Supporting services to manage incidents, feedback and carrying out investigations
- Supporting governance processes in services
- Undertaking audits of service data to support service improvement
- Involvement in implementation and transformation and transfers out
- Regularly report on own activity and progress against individual and team targets.