

# Quality, Governance & Safeguarding Manager

## Role Profile:



### WHAT I AM ACCOUNTABLE FOR:

- Leading of Quality, Governance and Safeguarding within the service
- Understand and remain up to date with evidence based best practice.
- Undertake tasks to improve and support performance improvement at both an individual and service level and assess compliance against regulatory standards (e.g. audits, IQUAT)
- Leading on mortality and morbidity processes and ensuring compliance with CQC notifications
- Leading on CQC readiness and preparation for CQC inspections
- Oversight of safeguarding pathways including agreeing information sharing protocols and developing process diagrams.
- Oversight and management of the service safeguarding practice (e.g. action learning sets, safeguarding logs, safeguarding audits)
- Maintain working links and partnerships with key departments and individuals
- Actively engaging in regional and national forums
- Supervision and coaching of relevant roles within the service (e.g. Advanced Recovery Practitioner, Recovery Worker)

### HOW I OPERATE :

#### Values Led Leadership

- I work together with others to get the best possible outcomes;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others' points of view;
- I maintain a high-level belief in the abilities of people we support and model a non-judgemental approach;
- I maintain professional boundaries and present a professional image at all times;
- I actively seek opportunities to develop myself;
- I take ownership and accountability for my actions and decisions.

### WHAT I NEED:

#### Skills \ Knowledge

- Clarity of communication
- Experience of working in a health or social care setting
- Understanding of reporting and data
- Qualification in Social Work (desirable)
- Level 4 Safeguarding Training
- Knowledge of relevant legislation
- Experience of working within a safeguarding/adult social care setting

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## Job expectations



### PEOPLE:

- Encourage a culture of continual improvement and evidence based best practice.
- Develop and maintain effective, but impartial, working relationships with front line managers, colleagues, peers and business partners.
- Contribute to a cooperative and collaborative R&A Team that is flexible and adaptable to changing business requirements
- Be a subject matter expert and source of information regarding safeguarding
- Assist the Senior Operations Manager in relation to safeguarding responses, guidance and protocol
- Ensure the team delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion, escalating to the Senior Operations Manager where appropriate.
- Build and maintain internal and external links relating to safeguarding and identify and build communication with relevant stakeholders and partners.

### PROCESS:

- To audit assigned aspects within service and advise front line teams to ensure that services are working in line with regulatory requirements and maintain a plan of continuous improvement.
- To advise on incidents, complaints, concerns, investigations and all matters affecting or potentially detracting from high quality services to people at a local level.
- To support the development of, and implementation of, Turning Point's clinical governance framework, operational governance and Quality Support Framework.
- To role model Turning Point's vision and values to front line services and colleagues.
- Participate and utilise management information and data collection systems
- Develop and embed safeguarding framework, policy, procedures and effective practice within the service in line with legislation.
- Consistently attend all relevant meetings within service.
- Define and embed service safeguarding pathway and escalation guidance