

JOB DESCRIPTION – Quality & Compliance Manager

Job title	Quality & Compliance Manager
Service/Department	Operations
Sector/Function	Substance Misuse
Reports to (Job title)	Senior Operations Manager
Grade	4
Job purpose	<p>To provide direct support to the service to ensure that service governance and compliance is effectively managed and delivered.</p> <p>To enable the service to implement TP's best practice models to improve staff competence and improve the quality and performance of service.</p> <p>To work closely with Risk and Assurance departments to ensure regulatory and compliance issues are addressed in services. Work closely with L&D in relation to training and staff competence.</p> <p>To ensure the sharing of good practice and development of new ways of working.</p> <p>To support new developments within the service such as model development, new ventures and partnership management.</p>
Key accountabilities	<ul style="list-style-type: none"> Acting as an expert in Substance Misuse locally to provide guidance and hands on support to operational and strategic managers in relation to: Regulatory and mandatory requirements of treatment and support, including CQC standards and Health & safety matters Internal (TP) reporting processes – assisting operational managers in scheduling and completing these tasks National guidance, best practice and statute in the design and delivery of treatment and support. Staff competence, including training requirements, CPD requirements, audit processes and supervision/observation processes. Working closely with Risk & Assurance, HR and Learning and Development departments to ensure management and clinical governance issues are managed appropriately within services and staff are competent and confident to follow policies and procedures in relation to governance. Facilitating occasional best practice developments forums, ensuring that learning is shared. Where required being the implementation manager for new services, representing the implementation project plan at steering group and ensuring that implementation and transformation plans are progressed with operational managers. Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. Collaborating with other stakeholders to ensure commissioner expectations, best practice and learning is captured, shared and used

	<p>to inform service planning.</p> <ul style="list-style-type: none"> • To act as an 'internal consultant' taking a supportive role when developing new approaches and innovation <p>Contribute to Turning Point's information management strategy by:-</p> <ul style="list-style-type: none"> • Ensuring SM-related materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of learning within the business unit. • Ensuring all data and information relating to the service's service users is accurate and shared in the appropriate way with key stakeholders. • Ensuring the inputting outcomes data and other information into corporate systems in the service in accordance with stated policies and procedures. • Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. • Ensure the effective flow of information within own the service, with other services and with external parties, representing Substance Misuse and TP corporate messages constructively and observing TP's internal communication policies and procedures. • Ensure the well-being of service users, employees and TP's business interests by maintaining and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Senior Operations Manager as appropriate. <p>Ensure the Service delivers high levels of performance through its people in a way that realises their potential, by:-</p> <ul style="list-style-type: none"> • Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. • Ensuring appropriate other staff within the service provide effective people leadership, management and development in accordance with TP's People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. • Managing and developing staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments.
--	--

	<p>Project the desired image of Turning Point by:-</p> <ul style="list-style-type: none"> • Understanding and promoting TP's values and their application to Substance Misuse • Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service • Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.
--	--

Dimensions	No. of direct reports	Up to 4
	Total staff overseen	Up to 4
	Internal contacts	<p>Regional Head of Operations: Monthly – re-appraising priorities and risks. (Senior) Operations Managers: Weekly/Daily – regular dialogue to assist with improving governance systems and processes, quality issues, staff training and competency issues Clinical Leads, Nurse Managers and Team Managers: Monthly/Weekly - Regular contact to support service development and governance processes.</p> <p>Business Partners and central service staff: Monthly- regular liaison on service priority areas and risks addressing identified issues. Other Service Governance and Compliance Managers: weekly/monthly – Peer Support and sharing information and learning</p>
	External contacts	<p>PHE – policy leads CQC – regional inspectors Specialist & policy leads i.e. Alcohol Concern, Alcohol Learning Resource etc</p>
	Planning timescales	Supporting services to develop and track business planning cycles
	Nature of problems solved	<p>Staff competence Service Governance including Governance Meetings, Audit, Safe Assessment, Business Planning, BCP etc. Compliance and regulatory requirement adherence Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined.</p>
	Financial authority limits	No direct financial responsibilities as not the budget holder. Working within TP Financial policies and procedures.

