

JOB DESCRIPTION

Job title	Senior Quality Advisor
Sector/Function	Mental Health and Learning Disability
Department	Risk & Assurance
Reports to	Quality & Contracts Manager
Grade	Turning Point Band 4

Job purpose	<p>To audit assigned services and advise front line managers to ensure that services are compliant with regulatory requirements and maintain a plan of continuous improvement.</p> <p>To advise on incidents, complaints, concerns, investigations and all matters affecting or potentially detracting from high quality services to people.</p> <p>To encourage a culture of continual improvement and evidence based best practice.</p> <p>To support the development of, and implementation of, Turning Point's clinical governance framework, operational governance and quality assurance systems.</p> <p>To maintain impartiality and objectivity and role model Turning Point's vision and values to front line services and colleagues.</p>
Key accountabilities	<p>Encourage a culture of continuous performance improvement at both an individual and service level.</p> <p>Audit and assess service delivery compliance against the relevant regulatory standards.</p> <p>Encourage a culture of continual improvement and evidence based best practice.</p> <p>Develop and maintain effective, but impartial, working relationships with front line managers, colleagues, peers and business partners.</p> <p>Contribute to a cooperative and collaborative R&A Team that is flexible and adaptable to changing business requirements</p> <p>Openly and honestly participate in supervision, performance reviews (OPR) agreeing objectives, identifying specific actions and development needs, reflecting on performance, providing constructive feedback and assessing against the competency framework</p> <p>Work effectively across organisational 'boundaries' to achieve risk and assurance and business objectives.</p> <p>Participate and utilise management information and data collection systems as appropriate to support quality improvement, monitor compliance and identify risks.</p> <p>Comply with work instructions relevant to this post</p>

Dimensions	Direct reports	0
	Total staff overseen	0
	Internal contacts	Primarily front line managers, but also second line and senior managers, business partners: HR, Finance, Recruitment, Risk and Assurance, Comms team & IMT.
	External contacts	CQC Inspectors, families, commissioners, safeguarding teams, multi-disciplinary professionals and emergency services.
	Planning outlook	New business implementations, R&A Audit Calendar & Regulatory inspection timescales inform audit and action priorities.
	Problems solved	All operational deficiencies, issues and problems as identified via Datix, Healthchecks, audits, regulatory inspections, internal audit or other relevant reports.
	Financial authority	Cost effective use of R&A and TP resources according to TP travel and subsistence and TP staff expenses policies.

Upholding the Organisations Values

This provides some guidance on the types of behaviours we expect at Turning Point

Values	Evidence
We believe that everyone has the potential to grow, learn and make choices	<ul style="list-style-type: none"> • Be ambitious for staff and people we support • Be challenging of stereo types • Be forward thinking
We all communicate in an authentic and confident way that blends support and challenge	<ul style="list-style-type: none"> • Be honest • Be clear • Be supportive
We are here to embrace change even when it is complex and uncomfortable	<ul style="list-style-type: none"> • Be change agent • Be brave • Be exacting
We treat each other and those we support as individuals however difficult and challenging	<ul style="list-style-type: none"> • Be person centred • Be optimistic for change • Be non-judgemental
We deliver better outcomes by encouraging ideas and new thinking	<ul style="list-style-type: none"> • Be innovative • Be encouraging to new ideas • Be open to possibilities
We commit to building a strong and financially viable Turning Point together	<ul style="list-style-type: none"> • Be financially aware and astute • Be accountable for work expenses and budget impact.

PERSON SPECIFICATION

Job title	Senior Advisor Quality – Mental Health & Learning Disabilities
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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Impartiality (acting fairly and in an unbiased way, particularly when auditing services and dealing with managers) ▪ Tenacity (ability to operate in an environment characterised by flux, ambiguity and conflicting priorities, ability respond purposefully to setbacks). ▪ Showing personal leadership (projecting confidence, using professional judgment when the path is not marked clearly, looking for opportunities to lead). ▪ Delivering positive outcomes (rapidly translating ambiguous circumstances into clearly defined outcomes, modelling personal accountability, engaging others in identifying/committing to required actions). ▪ Building relationships (adapting to meet specific audiences' needs, presenting and facilitating, establishing rapport and trust quickly with a demanding client group, collaborating). 	<ul style="list-style-type: none"> ▪ Innovation (capacity to produce new ways around old problems, searching for creative solutions that inspire others). ▪ Enabling change (identifying the need for change, challenging unsupported assumptions, facilitating others' tolerance of and commitment to change).

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to conduct quality audits and write reports based on observations and data collected during service audits. ▪ Ability to advise managers and staff on meeting Turning Point policies and regulatory requirements. ▪ Experience with one or more service user groups: Mental Health, Complex Needs, Learning Disabilities, Autism and Transforming Care. ▪ Knowledge of the regulatory inspection requirements and processes in a health and social care environment (e.g. HSCA & Care Act) 	<ul style="list-style-type: none"> ▪ Ability to coach managers on quality improvement. ▪ Experience of conducting quality improvement programmes. ▪ Experience of working in a range of health and social care settings. ▪ Skills in planning, implementing, and completing business projects. ▪ Ability to develop specific policies and audits reflecting recognised good practice and sector specific standards.

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • In depth knowledge of theory and good practice in the provision of health and social care services. • Experience of working in or working 	<ul style="list-style-type: none"> • Experience or qualification in Positive Behaviour Support, Restraint Reduction or similar. • Experience of multi-disciplinary

	<p>closely a variety of health and social care services.</p> <ul style="list-style-type: none"> • Knowledge and understanding of specific training requirements (CPD) for staff in learning disability settings and sector skills organisations (e.g. Skills for Care / Health) 	<p>processes, such as CPA, CTR and CETR.</p> <ul style="list-style-type: none"> • Relevant MH, LD or sector specific qualification (e.g. L5 Diploma) • Experience of providing quality solutions within a social care or public sector environment.
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Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> • Capacity to travel regionally and nationally to all parts of Turning Point's Mental Health & Learning disability operations to deliver solutions and manage assignments, including occasional overnight stays. • Willingness to work flexibly in order to reflect the demands associated with R&A and MHLD quality team priorities, including support of colleagues. 	