

Quality & Compliance Officer

Role Purpose

- Support the Service management team to ensure people who use our services receive consistent, high-quality services by providing governance advice and supporting a reflective learning environment.
- Ensuring that there is a coordinated approach to service level feedback, including analysis and disseminating learning.
- Lead on quality and compliance by maintaining high standards in the service and overseeing systems that support best practice.
- Ensuring that safeguarding, death of service user, incident and complaint notifications and reporting meet CQC and clinical guidelines, and investigation processes are all executed accurately and to a high quality.
- Monitoring and improving the use of the case management system.
- Support the development and continuous improvement of the service using evidence based analysis and using project management to deliver on objectives and key results.
- To work closely with the Quality and other Central teams to ensure regulatory and compliance issues are addressed in services. Work closely with the People team in relation to training and staff competence.
- To work collaboratively with colleagues and key stakeholder across multi-disciplinary teams, ensuring adherence with all Via policies and procedures and Safeguarding principles.

Key duties and activities of the role

- To ensure relevant service standards are met; those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with Via policy and within the organisational clinical governance framework.
- Ensure the process for complaints, compliments and feedback functions efficiently and effectively.
- Ensure service level incidents are accurately recorded, managed, analysed (including exploring trends and patterns, and monitoring and evaluating the impact of changes made) and learning is disseminated.
- Support with service level auditing to ensure high quality service and continuous improvement is at the forefront.
- To oversee and manage all safeguarding requirements for the service, for example audits and maintaining the safeguarding trackers.
- To support the maintenance of the Service Risk Register and ensure it is responsive and covering all the risks the service is managing.
- To undertake investigations as directed by the Service Manager or Area Manager/ Operations Director.
- To contribute to the safety of all staff and service users by continuing to review and implement processes concerning the monitoring and maintenance of health, safety and wellbeing across working environments.

Person specification for the role

- Understanding of and ability to apply excellent Safeguarding and risk management practices and a demonstrable understanding of the Health and Social Care regulatory requirements, of the Care Quality Commission (CQC), National Institute for Clinical Excellence standards for Health and Social Care and the GDPR confidentiality and privacy regulations.
- Experience of working with CQC registered services, and related standards of governance.
- Ability to hold reflective conversation and to embed the learning from Service incidents.
- Proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with people who use our services and their significant others.
- The ability to communicate effectively, both verbally and in writing, in different settings (e.g. written, spoken, presented, etc) and to different groups of people and experience of delivering workshops and being able to build a rapport with a diverse audience.
- Experience of or demonstrable ability to deliver a quality level of service in line with relevant governance requirements.
- Experience of successful project management proven ability to analyse and to interpret data.
- Competencies in incident management processes, and feedback mechanisms.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.
- Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 1 year of employment.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.

- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	09/01/2024	Band 6	FH	CA	MD