

## **Job Title: Quality Partner**

Reports To: Quality Practice Team Manager

Key stakeholders: Registered Managers, Operations Managers, Support Workers, Senior Leaders.

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### **Job Purpose**

- To act as a proactive partner to operational teams, raising standards beyond compliance and supporting locations to deliver outstanding person-centred care in line with regulatory frameworks.
- To provide additional and consistent resource within the Quality Team, focusing on divisions or locations where targeted support is required to raise standards.
- To champion a culture of continuous improvement and innovation, embedding learning, good practice, and co-production across the organisation.
- To ensure that lessons learned, regulatory expectations, and best practice approaches are translated into sustainable improvements across our locations.
- Quality Partners will spend approximately 50% of their time in locations (homes of the people we support), coaching managers, supporting inspections, and driving visible improvements. Flexibility and travel across the organisation will be required.

### **Key Responsibilities**

#### **1. Quality Assurance & Service Improvement**

- Undertake Quality Assurance visits to ensure people supported receive safe, person-centred support that enables outcomes and ambitions.
- Provide constructive feedback and clear action plans, supporting managers to deliver sustained improvements.
- Champion quality as more than compliance, embedding best practice to achieve *Good* and *Outstanding* ratings.

#### **2. Inspection & Compliance Support**

- Support managers with inspection and monitoring preparation, ensuring evidence and improvement plans are in place.
- Coach managers to build confidence and readiness.
- Monitor and follow up action plans to ensure compliance and progress.

### **3. Risk & Compliance Oversight**

- Monitor compliance and risk through analysis of data and attendance at Quality, Performance and Risk meetings.
- Escalate risks appropriately while supporting managers to address them.

### **4. Continuous Improvement & Learning**

- Lead improvement initiatives at divisional or organisational level.
- Facilitate workshops, reflective practice sessions, and working groups.
- Share learning and national themes with the Quality Team to inform strategy.
- Collaborate with other central teams to embed sustainable change.

### **5. Investigations & Lessons Learned**

- Support or lead investigations, ensuring learning is identified and embedded.
- Facilitate lessons-learned reviews to strengthen practice.

### **6. Coaching & Development**

- Work alongside managers in the home of people we support requiring targeted improvement, co-ordinating project plans and ensuring accountability.
- Deliver training sessions following incidents, safeguarding reviews, or inspection outcomes.
- Support the development and use of dashboards to drive improvement.

### **7. Innovation & Person-Centred Practice**

- Lead on person-centred initiatives and co-production work.
- Develop process maps, guidance, and resources to strengthen quality practice.
- Promote innovation in support models and tools to improve quality outcomes.

Person Specification		
Factor	Essential	Desirable
Values	<p>Demonstrates organisational values:</p> <p><b>People at the heart of everything we do.</b> We listen, we learn, we build on strengths.</p> <p><b>We give our best.</b> What we do matters. Good days and bad, we take responsibility.</p> <p><b>We work together.</b> We are one team and value people's strengths and differences. We are open and trusting with each other.</p> <p><b>We have courage.</b> We try new things. We are creative and adaptive.</p>	
Skills and competencies	<p>Strong communication and relationship-building skills.</p> <p>Ability to influence the performance and conduct of others and coach without direct line authority.</p> <p>Proficient in using IT systems and digital tools to support quality, compliance, and improvement</p> <p>Skilled in analysing data and identifying trends and actions for improvement.</p> <p>Excellent organisational skills with ability to prioritise</p>	<p>Experience of facilitating workshops, reflective practice sessions, or co-production initiatives.</p> <p>Track record of contributing to successful CQC/SCI inspections rated as <b>Good or Outstanding</b>.</p> <p>Knowledge of SONA, Nourish, RADAR business systems</p>

	<p>Resilient, adaptable, and solution-focused</p> <p>Commitment to the organisation's values, equality, and inclusion</p> <p>Positive about change and motivated to drive continuous improvement.</p>	
Qualifications	<p>NVQ Level 3 or 4 in Health and Social Care or equivalent and/or a minimum of 2 years' relevant experience in a management capacity in a registered health and social care setting or experience of regulation in social care settings</p> <p>Full driving licence and access to own vehicle or mode of transport to meet the presence at locations requirement of the role.</p> <p>GCSE Maths and English at Grade C/4 or above or equivalent</p>	Formal qualification in quality improvement, leadership, or coaching.
Knowledge	Knowledge and understanding of the current legal responsibilities and standards for CQC and or SCI, including the need for the management and delivery of person-centred support	
Experience	<p>Experience of leading quality improvement or compliance projects</p> <p>Demonstrable experience of supervision, leadership and management of staff</p>	<p>Experience in investigation, complaints handling, or safeguarding.</p> <p>Experience in learning disabilities and autism support</p> <p>Experience in supporting children and young people</p>

		Experience in a national organisation with multiple implementation projects
	<p><b>Professional role model</b> – committed to being an ambassador for the organisation and its values</p> <p><b>Willingness to work flexibly</b> – Ability to travel, attend meetings and work overnight when required</p> <p><b>Committed to personal development</b> - Dedicated to ongoing learning and improving professional capabilities</p>	