

Post Specification

Date	October 2023
Post Group Number	8073
Post Title	Service Manager - Quality Assurance & Governance
Job Family	Organisational Support
Job Family Role Profile	OS18i
Final Grade	Grade 18

To be read in conjunction with the job family role profile

Service Area description

Working to the Assistant Director of Adult Social Care, Quality and Resources. To work within the ASC and Housing directorate as the head of service responsible for the Council's preparation for Care Quality Commission (CQC) inspections of ASC services and governance arrangements.

Purpose of this post

To lead quality assurance functions across Adult Social Care and Housing services. To take responsibility for the organisational support, preparedness and response for all regulatory inspection activity and all quality assurance activity specific to Adult Social Care, Provider Services and Housing services.

Lead the implementation of the ASC and Housing quality assurance functions, strategies and policies (with Corporate Strategy Team), plans, objectives, systems, data, risk reporting and processes to deliver council priorities, ensuring they meet internal and external reporting requirements.

Key job specific accountabilities

1. To develop and oversee regulatory inspection and review across Adult Social Care and Housing services. Liaising with Government Inspectorates and Departments to ensure Cumberland is always ready for external review and validation.
2. To work closely with internal partners, external stakeholders and system partners across ICB to support the progress and development of quality assurance plans, strategies and priorities and ensure they are ambitious but achievable and make a difference to adults.
3. Lead the development of self-assessment and contribute to improvement planning in response and in preparation for regulatory inspection, sector-led peer review and local audits, focussing on providing high quality services, improving practice and overall outcomes.
4. To drive forward continuous development and improvement by providing assurance on the effectiveness of safeguarding practice and organisational arrangements, via self-audit, regional and national benchmarking, serious incidence reports, regular staff and public feedback, data recording, analysis and risk reporting.
5. To lead and develop mechanisms into teams/services so they can detect variation from agreed quality frameworks, practice frameworks and service standards.
6. Lead the inspection response process for CQC inspection visits and to ensure that all processes, systems, data, governance, reporting and evidence is in place, documented and accessible for inspection.
7. Lead the implementation of the ASC and Housing quality assurance functions, strategies and policies (with Corporate Strategy Team), plans, objectives, systems, data, risk

reporting and processes to deliver council priorities, ensuring they meet internal and external reporting requirements. 8. Provide challenge and support to practitioners, managers and elected members to ensure our services are robust and high quality, engaging with the Senior Management Team where appropriate. 9. To ensure there are clear accessible links to frontline staff and the public so they have a voice in determining what quality looks like in Adult Social Care and Housing. 10. Represent the Council at Regional and National forums, feeding back national developments and taking an active part in professional networks. 11. To be responsible for the budget, staffing and resources within the service.	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	Staffing budget
Staff Management Responsibilities	Responsible for all staff teams in this area- Quality Assurance, Cumberland Care Quality Team
Other	To work closely with, advise and influence SAB partners, ICB, Members, colleagues and partners
Essential Criteria - Qualifications, knowledge, experience and expertise	
- Degree and/or relevant professional qualification or equivalent experience - Substantial experience in delivering quality management. - Substantial knowledge of local authority, health and wider public sector strategies and initiatives - Organisational/planning skills. - Substantial experience of regulatory compliance and assurance frameworks specific to Social Care settings. - Politically astute in a rapidly-changing environment. - High level of influencing, negotiation and interpersonal skills. - Substantial experience of leading and delivering a continuous improvement culture. - Experience of inspection frameworks in relation to local authority and/or provider services. - Direct involvement in the development of policy in a publically sensitive organisation. - A successful track record in developing and maintaining effective working alliances, strategic partnerships to deliver key programmes and outcomes. - Experience of customer engagement and advocacy in continually improving service - Full understanding of the service area and the business, and the context within which it operates.	
Disclosure and Barring Service – DBS Checks	
This post does not require a DBS check	
Job working circumstances	
Emotional Demands	Normal
Physical Demands	Normal
Working Conditions	Normal
Other Factors	
- Flexible working hours including evening and weekend working in line with service requirements. - Requires ability to travel independently and extensively both within and outside the county to undertake duties if required including attending regional and national events	