

## Quality Monitoring Officer Role Profile

### Role Purpose

To support the MioCare Group's Enablement Services to deliver high quality care and support services in line with the organisation's vision and values. This will be achieved by working with the management team to ensure full compliance with regulations, policies and procedures.

The post holder will be a visible presence in the service, liaising with people who receive care and their families, as well as colleagues in the central Quality, Performance and Compliance team, helping promote a culture of quality and improvement. The post holder will be required to carry out audits and complete action plans resulting from these.

This role will be instrumental in our journey to achieving an 'Outstanding' CQC rating for this service.

### Key Relationships

|                        |  |
|------------------------|--|
| <b>Line Manager:</b>   | Registered Manager, Residential Enablement Service / Community Enablement Service  |
| <b>Direct Reports:</b> | None   |
| <b>Other:</b>          | Stakeholder Relationships: members of the Enablement management teams, Quality, Performance and Compliance team, Operational management teams, Commissioners, nominated Social Workers, service users and their families |

### Main Accountabilities and Responsibilities

#### Quality Systems and Service Improvement

- To support the management team to use quality systems and processes in line with the Group's standards.
- Undertake spot checks and audits, identifying any areas of non-compliance, escalating inconsistencies and errors if required.
- Complete and monitor action plans to support service development and continuous improvement.
- Use data and other information to inform service improvement and produce reports for the management team
- Support the management team to prepare for internal, external and regulatory inspections.
- Identify and disseminate areas of best practice across the service, linking with the central Quality, Performance and Compliance team to ensure consistency of approach and implementation.
- Identify and propose recommendations for actions to support continuous improvement to ensure the MioCare Group remains at the front of excellent service delivery.

#### Liaison with people who receive care

- Maintain a service user focus, liaising with people who use our service and their families to ensure they receive the best possible service from the MioCare Group.
- Support the Registered Manager to develop further engagement and feedback from people who use our service.
- Complete service user satisfaction questionnaires with anyone who is unable to complete independently and produce feedback of the results, identifying areas for improvement and future development of service delivery.

**General**

- Uphold and promote the MioCare Group's values.
- Actively promote the equality, diversity and inclusion agenda in the workplace and through service delivery.
- Uphold and implement all relevant MioCare Group policies and procedures.
- Undertake any duties commensurate with the level of the post.

**Work Circumstances**

- The post hours are flexible, working Monday to Friday.

## Person Specification

|                                     | Selection criteria<br>(Essential)  | Selection criteria<br>(Desirable)   | Assessment<br>Method         |
|-------------------------------------|--|---|------------------------------|
| <b>Education and qualifications</b> | <ul style="list-style-type: none"> <li>Level 2 qualification which is relatable to the job role (or equivalent)</li> <li>Evidence of continued professional and personal development</li> </ul>  | <ul style="list-style-type: none"> <li>Willingness to undertake subject-specific training and development as required</li> <li>A qualification in health and care or quality and compliance</li> </ul>                                    | Application form / Interview |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>Experience of working in a fast-paced, changing environment</li> <li>Experience of working with a quality focus, identifying opportunities to help drive continuous service improvement</li> <li>Experience of conducting audits, developing and monitoring plans to address actions arising</li> <li>Experience of working with a customer service focus</li> <li>Experience of working unsupervised and as part of a team</li> </ul>  | <ul style="list-style-type: none"> <li>Experience of working in a regulated environment</li> <li>Experience of working in a social care setting</li> <li>Experience of working with older people and their families and carers</li> </ul> | Application form / Interview |
| <b>Skills and abilities</b>         | <ul style="list-style-type: none"> <li>Excellent verbal and written communication skills including the ability to update reports</li> <li>Strong interpersonal skills to build and maintain effective working relationships with colleagues, people who use our services, families and other stakeholders</li> <li>Highly organised with keen attention to detail and ability to plan and manage own workload</li> <li>Initiative to deliver priorities with minimal supervision</li> <li>Good IT skills including Microsoft Office products, particularly Word and Excel</li> </ul> |   | Application form / Interview |

|                            | Selection criteria<br>(Essential)  | Selection criteria<br>(Desirable) | Assessment<br>Method            |
|----------------------------|--|-----------------------------------|---------------------------------|
| <b>Knowledge</b>           | <ul style="list-style-type: none"> <li>• General knowledge of legislation and regulations relating to a care environment</li> <li>• Knowledge of safeguarding issues and the management and reporting of them</li> <li>• Knowledge of health and safety requirements in a care setting and how to mitigate risk</li> <li>• Knowledge of the importance of data protection and confidentiality and information technology.</li> </ul>           |                                   | Application form<br>/ Interview |
| <b>Personal attributes</b> | <ul style="list-style-type: none"> <li>• Positive can-do attitude, with drive to improve the experience for people who receive care</li> <li>• Able to manage changing priorities and be productive with own time and that of others</li> <li>• Open and honest and prepared to learn from experience</li> <li>• A creative thinker with a positive approach who is responsive to change</li> <li>• A highly motivated self-starter</li> </ul> |                                   | Application form<br>/ Interview |