



Job Description and Person Specification

Role: Quality Assurance & Compliance Manager – The Hamlet Centre Trust

Purpose of the Role

The Hamlet has the expectation that all children and adults we support enjoy a safe, highest standards of quality, care and expertise from all staff who support them. The job holder will lead quality assurance and compliance across The Hamlet. Supporting the CEO and Senior Managers to make sure we meet all legal and regulatory standards. They will support the training department by making sure we provide a programme of training and staff development opportunities, delivered by our in-house tutors and from commissioned services. In addition, the job holder will drive continuous improvement, maintain oversight of policies and procedures, conduct internal audits and work in collaboration with colleagues across The Hamlet.

Responsible to: Chief Executive Officer (CEO)

Management Direct Reports: Quality Assurance Coordinator, Training & Staff Development Coordinator, and Caretaker.

Location: This role will primarily be based at our head office at Johnson Place, with occasional visits to other sites as required. There is also the opportunity to work from home for up to two days per week, subject to operational requirements. The Hamlet is committed to supporting flexible working, where possible.

Working Hours: This role is based on a 36-hour working week, typically worked across Monday to Friday. Flexibility and the ability to work outside normal working hours, as required, to meet operational needs and attend meetings and events.

Key Responsibilities

Strategic and Compliance Management

- Oversee The Hamlet's policies and procedures, ensuring they are regularly reviewed, updated, and that new policies are developed where required. Ensure all policies and procedures are uploaded to and maintained within the Care Compliance Management System.
- Identify areas of good practice, service gaps, risks and opportunities for improvement, making recommendations to the relevant managers and senior leadership team.

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- Support the Senior Managers and CEO to be compliant and meet regulations including CQC, Ofsted, GDPR.
- Support Senior Managers to be prepared for local authority monitoring visits.
- Conduct regular internal audits to ensure that policies and procedures are fit for purpose, adhered to and that regularity requirements are met.
- To support Managers and staff to understand performance and provide good practice across the organisation.
- To raise safeguarding or non-compliance and risks issues to the Senior Leadership Team.
- Complete or, where unavailable, delegate responsibility for medication competency assessments in all services, ensuring staff maintain the knowledge, skills, and competence required for safe medication management.
- Work closely with managers and staff to promote, maintain and continuously improve a healthy and safe working environment across all sites.
- Work collaboratively with the HR Officer to develop, review and update HR policies, ensuring compliance with relevant legislation and requirements.
- Prepare regular quality assurance reports, highlighting findings, trends, risks and recommendations to support management decision-making.

Staff Management and Leadership

- To carry out formal supervision and appraisals of staff you line manage.
- Support the professional development and performance management of staff under your direct supervision.
- Provide support to the Caretaker to ensure the effective maintenance, safety and upkeep of buildings, equipment and furniture.
- Provide effective leadership, guidance and day-to-day support to the Quality Assurance Coordinator, Training and Staff Development Coordinator, and Caretaker.

Administration, Operations and Training

- Ensure that all staff required to undertake care, support, and medical procedures are appropriately trained, assessed as competent, and authorised to carry out such procedures safely and effectively. Maintain oversight of training compliance, competency assessments, refresher training, and associated records.
- Manage and oversee Training Department including internal tutors.
- Identify and liaise with Training Coordinator about training needs once these have been identified by Senior Managers.
- Liaise with the Training Coordinator to maintain accurate training records and completion of compliance trackers and management information.

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- Manage Training Budget in line with Senior Manager requests.
- Undertake training and development as required to meet the demands of the job role.
- Support procurement activities and the identification and sourcing of suitable service providers across the organisation, ensuring compliance with organisational policies and procedures.
- Undertake any other duties appropriate to the responsibilities and level of the role.

Person Specification

Education and Qualifications

Essential:

- Hold a relevant Level 3 or above qualification in Health and Social Care, Quality Assurance, Management or other relevant fields.
- GCSE Math's and English at Grade 4 or above.
- Be willing to undertake further training if required.

Knowledge and Experience

Essential:

- Experience in managing and leading a team in a similar role.
- An ability to keep up to date with policies, procedures, legislation and regulations within Health and Social Care and Children Services which relate to the work of The Hamlet.
- A high standard of written and spoken English and the ability to carry out administration duties and evidence of this.
- An ability to be flexible, adaptable and calm in a changing environment.
- Willingness and ability to undertake advanced training to meet organisational need.
- Understanding of safeguarding principles and procedures for children and adults.
- Understanding of person-centred approaches and service quality standards.

Desirable:

- Experience of effectively managing a budget.
- Experience of developing, reviewing, and implementing policies and procedures.
- Good working knowledge of relevant legislation, regulatory requirements and quality standards applicable to care services.
- Knowledge of CQC and Ofsted requirements.
- Experience of undertaking audits, analysing findings and preparing written reports.

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- Experience of developing, monitoring and reviewing action plans to address identified areas for improvement.
- Experience in quality assurance, compliance, auditing, or service improvement within a regulated environment, including but not limited to social care, human resources management, health and safety, or related fields.

Skills and Attributes

Essential

- Ability to work independently and manage multiple priorities.
- Good listening and communication skills and an ability to communicate with a range of people.
- Transparent and open, keeps others informed, complete action plans and is sensitive to people's needs.
- Ability to influence and support managers and staff to achieve compliance and quality standards.
- Strong attention to detail and accuracy.
- Excellent planning and report writing skills.
- Good IT skills – ability to use excel, word and databases.

Desirable

- Experience using Care Compliance Management Systems.
- Strategic thinking with the ability to develop new initiatives.
- Aptitude for managing complex situations and solving problems effectively.
- Inspirational leadership and team building skills.
- A positive and professional approach.

Personal Attributes

- Commitment to The Hamlet's mission, values, and inclusive ethos.
- A positive and professional approach to work.
- Integrity, resilience, proactive and able to work under pressure.
- Collaborative empathetic and people-focused leadership style.
- Self-motivated, enthusiastic and creative attitude.
- Ability to work independently, as well as with a team.

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