



JOB TITLE: Quality Assurance and Compliance Officer

LOCATION: Sheffield, with Ashiana service regional and occasional national travel

RESPONSIBLE FOR: Organisational Quality Assurance, Compliance, Monitoring and Evaluation

RESPONSIBLE TO: Operations and Development Manager

SALARY: £21,000 - £24,000 per annum

HOURS: 37 hours per week

ROLE SUMMARY

The Quality Assurance and Compliance Officer will be responsible maintaining and developing all quality assurance and compliance activity and processes at Ashiana.

The post holder will work alongside Ashiana's Management Team and report directly to the Operations and Development Manager to provide implementation of continuous improvement and quality systems across Ashiana's services and accommodation sites.

The main responsibilities and duties of the role are:

- To work with the Operations and Development Manager to ensure highest possible service standards at all times.
- Develop our approach to quality assurance and compliance and they will ensure that Ashiana meets our statutory and contractual obligations.
- Develop quality assurance, systems, databases and processes to ensure that the Senior Management Team has access to accurate, timely and clear management information to inform decision making in relation to service and business planning.
- To ensure our services are exemplar models through sector leading best practice.
- To work with the Operations and Development Manager to develop and promote effective working relationships both within the organisation and with external partners, regulators and other relevant stakeholders.
- To implement the quality of practice and provision through compliance with organisational policies and procedures, statutory frameworks, contractual and funding requirements and relevant legislation.

Key Tasks and Responsibilities

Quality Assurance

To work under supervision of the Operations and Development Manager to provide the below:

- To ensure compliance with legislation, contractual and inspection / audit requirements, including CQC, ISO, GDPR and being the registered Information Officer for the organisation.
- Visit, review and evaluate each project/area on a regular basis providing face to face support, developing reports based on findings and provide recommendations for improvement to ODM.

- To implement systems to monitor and improve quality standards to ensure ongoing commitment to quality assurance.
- Support the development of new systems, policies and procedures.
- Monitor the take up of social and inclusion programmes and training delivered externally in line with Ashiana targets.
- Motivate and inspire teams by role modelling and working alongside them to promote best practice in line with policy and procedure.
- Support the organisation in achieving the standards needed to obtain recognition through national quality assurance schemes, as determined by the organisational strategic direction.
- Develop, maintain and implement monitoring systems that enable managers to monitor performance against targets in real-time; monitor these and ensure internal compliance and best use of systems across all teams
- Support the development and creation of management information reports against targets that enables Ashiana to make informed decisions and timely interventions
- Support the development and consistent application of a best-practice approach to managing quality assurance across the organisation
- Support the development of detailed processes and procedures and best practice manuals for key activities based upon the business plan
- Ensure compliance with agreed processes and procedures
- Monitor non-compliance and support the ODM, managers and teams with guidance and support from CEO
- Ensure that all staff are aware of quality assurance mechanisms and, where appropriate, deliver training and development sessions
- Provide first-line response to quality assurance interventions to emergency situations and inform the ODM for guidance
- Monitor reportable incidents, including safeguarding, missed visits, accidents and incidents, complaints, compliments, etc. and escalate those which require strategic intervention to ODM
- Work with ODM to ensure Health and Safety procedures are maintained, updated and monitored to ensure the Charity meets required levels required either by law and/or significant stakeholders
- Work alongside management team and ODM to escalate issues, implement and monitor improvement plans

Quality Compliance

- Work with the Operations and Development Manager, support the development of targets that enable the organisation to become an outstanding provider of services
- Ensure that best practice is captured and shared across the organisation through various means including case study capture and review
- Support the ODM to undertake plans and liaise with external professionals and Service Users in relation to service provision to ensure smooth running of service in regards to monitoring and evaluation and QA systems and policies
- Maintain and share external best-practice to ensure that Ashiana meets external statutory and contractual obligations
- Collaborate with managers to ensure that quality assurance and compliance interventions are specific, measurable, achievable, relevant and timely
- Supporting the ODM with the development and implementation of organisational and departmental risk management
- Represent Ashiana at relevant external meetings and with stakeholders
- Collate evidence and support the ODM and CEO to access core funding for central posts including QA&C

Other Requirements

- To take part in any training relevant as determined by your line manager via supervision
- To work in accordance with Ashiana's Diversity Policy.
- To work in accordance with Ashiana's Health and Safety policy and associated procedures.
- Undertake any additional tasks as reasonably required as determined by your line manager
- To work within and promote the values and policies and procedures implemented by Ashiana and be involved in the development and review of policies and procedures as determined by the CEO and Trustees
- To undertake any duties and responsibilities as determined by Ashiana that may require working unsociable hours for example evenings and weekends

Person Specification: Quality Assurance and Compliance Coordinator

	Essential	Desirable
EDUCATION	Quality Assurance Qualification (i.e. IQA, ISO) or willingness to work towards one as set out by the organisational strategy	Management Information Systems Qualification
EXPERIENCE	<p>A minimum of two years' demonstrable experience of quality assurance practices/procedures.</p> <p>A minimum of two years' experience of working to and understanding Safeguarding procedures and legislation.</p> <p>Providing guidance to staff and/or decision makers on key policies and procedures.</p> <p>Implementation of associated action plans and following up on implementation</p> <p>Assessing and monitoring practice to set standards</p> <p>Developing and maintaining effective systems for collecting, collating and reporting information</p>	Experience of working alongside Teams to develop and deliver cross-organisational improvement plans
SKILLS AND ABILITIES	<p>Effective communication skills including diplomacy & negotiation</p> <p>Production of reports and the ability to write succinct documents on complex areas</p> <p>IT skills at a level that supports report writing, email, internet and database</p> <p>Maintain appropriate confidentiality</p> <p>Time management and organisational skills</p> <p>Self motivated with ability to work alone but can also work co-operatively and flexibly as part of a team</p> <p>Motivating others and excellent interpersonal skills.</p> <p>Being non-judgmental in approach to</p>	Community language skills

	<p>dealing people with complex issues.</p> <p>Excellent organisational skills</p>	
KNOWLEDGE	<p>Regulatory, legal requirements and best practice guidance relating to:</p> <ul style="list-style-type: none"> • Safeguarding/Child Protection • Data Protection / GDPR • Volunteering and managing volunteers • Health and Safety <p>Knowledge of violence, abuse and oppression issues most prevalent in BAMER communities</p> <p>Understanding and appreciating equalities legislation.</p>	<p>Knowledge of Quality Standards suitable for charities ie ISO, CQC etc</p>