



**JOB TITLE:** Quality Assurance Officer

**LOCATION:** Sheffield, Regional and occasional national travel

**RESPONSIBLE FOR:** Quality Assurance and monitoring and evaluation on behalf of Ashiana

**RESPONSIBLE TO:** CEO and collaboration and work with the Service Programme Manager

**SALARY:** £25,410 – £29,040 per annum

**HOURS:** 37 hours per week

### **ROLE SUMMARY**

The Quality Assurance Officer will lead on all quality assurance and improvement activity at Ashiana. The role will involve working with colleagues across the organisation to ensure that internal and external quality standards are met.

The post holder will develop our strategic approach to quality assurance/improvement and they will ensure that Ashiana meets our statutory and contractual obligations.

The Quality Assurance Officer will develop systems 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.

The Quality Assurance Officer will proactively review current provision to ensure that good practice is shared, included in our policies and procedures and consistently applied across Ashiana. They will also lead on addressing any areas for improvement and support the management team in the coordination of our staff development programme.

The Quality Assurance Officer will be responsible for managing all systems to ensure that Ashiana takes advantage of efficiencies in the deployment and management of resources, including providing updates on set outcomes and achievements information to the senior management team.

The post holder will identify opportunities and coordinate our application and ongoing response to all external quality kite marks and inspection regimes as set out by the organisational strategic direction.

### **Key Tasks and Responsibilities**

#### **1. Quality Assurance**

- Contribute to the development and implementation of a quality improvement plan and self-evaluation review for Ashiana
- Develop, maintain and implement monitoring systems that enable managers to monitor performance against targets in real-time
- Develop management information reports against targets that enables Ashiana to make informed decisions and timely interventions
- Coordinate the development and consistent application of a best-practice approach to managing quality assurance across the organisation

- Develop detailed processes and procedures and best practice manuals for key activities based upon the business plan
- Ensure compliance with agreed processes and procedures
- Lead on the planning, implementation and review of internal inspection activity as determined by the CEO and Trustees
- Monitor non-compliance and lead on addressing this with managers and teams with guidance and support from CEO
- Collaborate with managers to 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 CEO for guidance
- Monitor reportable incidents, including safeguarding, missed visits, accidents and incidents, complaints, compliments, etc. and escalate those which require strategic intervention
- 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

## **2. Quality Improvement**

- Alongside the CEO and SMT, lead on 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
- Maintain and share external best-practice to ensure that Ashiana meets external statutory and contractual obligations
- Collate observation and appraisal information to ensure that development needs are identified and met
- Collaborate with managers to ensure that quality improvement interventions are specific, measurable, achievable, relevant and timely
- Lead on the development and implementation of organisational and departmental risk management
- Represent Ashiana at relevant external meetings and with stakeholders
- 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
- Comply with Contract requirements and undertake inspections
- Lead and manage the induction process
- Oversee and QA the Ashiana handbook and ensure up to date
- Work and ensure part of the Contractual teams and undertake fill training

- **Monitor and manage the asocial media policy and practice**

### **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 Officer**

	<b>Essential</b>	<b>Desirable</b>
EDUCATION	Level 3+ Management Qualification (i.e. ILM, CMI)	Degree level in relevant field (i.e. Social Work, Community Development, Family, Youth and Community)  Quality Assurance Qualification (i.e. IQA, ISO)
EXPERIENCE	A minimum of two years' experience of working to and understanding Safeguarding procedures and legislation.  Providing guidance to staff and/or decision makers on key policies and procedures.  Implementation of associated action plans and following up on implementation  Assessing and monitoring practice to set standards  Developing and maintaining effective systems for collecting, collating and reporting information	A minimum of two years' demonstrable experience of quality assurance practices/procedures.
SKILLS AND ABILITIES	Effective communication skills including diplomacy & negotiation  Production of reports and the ability to write succinct documents on complex areas  IT skills at a level that supports report writing, email, internet and database  Maintain appropriate confidentiality  Time management and organisational skills  Self motivated with ability to work alone but can also work co-operatively and flexibly as part of a team  Motivating others and excellent interpersonal skills.  Being non-judgmental in approach to dealing people with complex issues.	

	Excellent organisational skills	
KNOWLEDGE	<p>Regulatory, legal requirements and best practice guidance relating to:</p> <ul style="list-style-type: none"> <li>• Safeguarding/Child Protection</li> <li>• Data Protection</li> <li>• Volunteering and managing volunteers</li> <li>• Health and Safety</li> </ul> <p>Knowledge of violence, abuse and oppression issues most prevalent in BAMER communities</p>	<p>Regulatory, legal requirements and best practice guidance relating to:</p> <ul style="list-style-type: none"> <li>• Organisational governance</li> <li>• Employment practice</li> <li>• Funding and finance associated with sustainability of organisations</li> </ul> <p>Knowledge of Quality Standards suitable for charities</p>