



Head of Quality

Job description and person specification

Accountable to: Group Director of Quality, Governance and Lived Experience

Responsible for: Quality Assurance Team Manager and Quality Improvement Coach Team Manager.

Purpose of the role

The Head of Quality is a pivotal leadership role for Dimensions. The Head of Quality will be responsible for supporting the Group Director of Quality, Governance and Lived Experience with the strategic and operational management of the Group's Quality agenda. The post holder will lead and maintain a vision and plan for providing good quality outcomes for people we support; this will include ensuring that there are robust processes and procedures in place to deliver the Group's Quality Strategy and embed a culture of continuous quality improvement.

Core duties

- To lead on quality within Dimensions and support strategic roles in relation to quality assurance, quality improvement, quality control and quality planning through delivery of the quality management framework.
- Provide expert advice and leadership on the use of innovative improvement tools.
- Ensure that Operational Colleagues are supported to demonstrate good quality and safety in line with the Group's vision, strategy and delivery plan.
- To work autonomously across the Group and closely with senior operational managers and heads of departments to deliver strategic quality objectives.
- Work to ensure legislative and regulatory compliance with internal and external standards, including those assessed by the Care Quality Commission and Care Inspectorate Wales.
- Ensure that issues of unsafe or poor-quality practice and service are rapidly identified and addressed through governance processes.
- Undertake assessment of trend analysis and quality data and provide management reports to senior management and non-executive trustees.
- Lead on the planning, implementation and delivery of a strong quality governance culture that demonstrates learning and improvement is taking place.
- Ensure learning from incidents, complaints, whistleblowing, and investigations by providing and evidencing analysis, trends and learning within the organisation.

- Ensure robust reporting and monitoring processes, aligned to national regulations is in place.
- Build and proactively develop effective stakeholder relationships around Quality.
- Support innovation and implementation of the Group's Quality Management Framework
- Lead collaborations to devise strategic plans for continuous quality improvement and transformational change in line with the needs of people we support and colleagues.
- Ensure appropriate methods and co-production are used for the inclusion of people supported in Quality Improvement and Quality Assurance processes.
- To take responsibility for the Quality budget and ensure the service demonstrates value for money.
- To deputise for the Group Director of Quality, Governance and Lived Experience in matters relating to Quality as and when required.
- Demonstrate commitment to working as part of an effective senior management team and the wider Leadership Group.
- Work with others within the Quality Governance & Lived Experience Directorate as part of a cohesive team sharing responsibility for inspiring, motivating, and leading others to ensure we meet our vision to provide better lives for more people.

Management responsibilities

- To line manage the Quality Assurance Review Team Manager and Quality Improvement Coach Team Manager.

Key Relationships

Internal (to include but not limited to):

- Group Executive Team
- Board and Committee/Panel Chairs, Non-Executive Directors for Quality Practice Committee and Safeguarding Panel
- Leadership Group
- Dimensions and Discovery Council
- Regional Managing Directors/Operations Directors
- People we support and other stakeholders.

External (to include but not limited to):

- Colleagues in other provider organisations
- Members of Quality Governance Forum/Networks
- Relevant umbrella groups, sector opinion formers and other stakeholders who can enhance our reputation and improve our service.
- External suppliers and advisors e.g. solicitors, external auditors, internal auditors

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

In addition to the above the post holder is expected to:

- Ensure that all aspects of the role are carried out in line with Dimensions values and support best practice for Equality Diversity and Inclusion.
- Maintain personal awareness and undertake training as necessary, in conjunction with his/her sphere of responsibility.
- Declare any circumstances which might constitute a possible conflict of interest, where appropriate
- Undertake such other duties as may from time to time legitimately be required within the Directorate and Group
- Comply with health and safety policies, procedures and risk assessments.
- Undertake other duties from time to time as required by your manager / Director.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required.

Qualifications		
Evidence of continuing professional development	Essential	Shortlisting/ Interview
Educated to Degree level or a recognised management qualification at NVQ level 4, CMI level 5 (Diploma) or equivalent	Desirable	Interview

Experience		
Substantial experience of ensuring quality outcomes are delivered in a health or social care organisation.	Essential	Shortlisting/ Interview
Experience of implementing evidence-based practice	Essential	Shortlisting/ Interview
Experience of managing and implementing action plans	Essential	Shortlisting/ Interview
Experience of managing and leading teams	Essential	Shortlisting/ Interview
Experience of managing cross organisational relationships	Essential	Shortlisting/ Interview
Experience of leading change and developing innovative practice in collaboration with other agencies	Essential	Shortlisting/ Interview
Experience of developing and delivering workshops/awareness on Quality and CQC practice	Desirable	Interview
Experience of delivering quality improvement sessions	Desirable	Interview
Experience of undertaking investigations and embedding lessons learned.	Essential	Shortlisting/ Interview

Skills		
Excellent verbal & written communication skills including writing comprehensive analytical reports.	Essential	Shortlisting/ Interview
Good public speaking/presentation skills	Essential	Shortlisting/ Interview
Able to analyse performance data related to quality, including the identification of trends.	Essential	Shortlisting/ Interview
Ability to prioritise and make decisions.	Essential	Shortlisting/ Interview

Skills		
Able to challenge poor practice and deal with conflict.	Essential	Shortlisting/ Interview
Ability to recognise own need for support and supervision	Essential	Shortlisting/ Interview
Emotional awareness and resilience	Essential	Shortlisting/ Interview
Good negotiation skills.	Essential	Shortlisting/ Interview
Good organisational skills.	Essential	Shortlisting/ Interview
Ability to deal with difficult, emotive, contentious and complex situations.	Essential	Shortlisting/ Interview
Excellent IT skills, especially MS Office (Word, Excel, PowerPoint, Outlook, MS Teams)	Essential	Shortlisting/ Interview
An ability to use bespoke reporting systems.	Essential	Shortlisting/ Interview

Knowledge and understanding		
Knowledge of the social care or health sector	Essential	Shortlisting/ Interview
Comprehensive knowledge and understanding national minimum standards, CQC & Care Inspectorate Wales regulations and quality standards.	Essential	Shortlisting/ Interview
Knowledge and understanding of quality management approaches and recognised quality management tools	Desirable	Interview

Attributes		
To demonstrate commitment to equality diversity and inclusion, the values of the organisation and personal growth	Essential	Interview
Professional integrity and credibility	Essential	Interview
Able to maintain high standards of diplomacy and confidentiality.	Essential	Interview
To be calm and positive with a can-do attitude	Essential	Interview
To be a self-motivated, reliable, supportive and professional member of the team	Essential	Interview
To have a flexible approach to work, including a willingness to travel across the Group.	Essential	Interview
To demonstrate enthusiasm, a positive outlook and drive	Essential	Interview
To work in a way that recognises that people are at the centre of everything we do.	Essential	Interview