


Job Title	Director of Quality, Clinical Governance and Risk	
Reports To	CEO	
Job Purpose	To hold the expertise and set the standards for the quality of the service we provide to the people we support using a full quality assurance process which includes, observation, audit, adverse event analysis, data triangulation, coaching and adherence to standards and policy.	
Key Responsibilities	<p>The Director of Quality is responsible for ensuring the services provide by United Response operate to the required standard, keep people safe and have the culture, systems and processes necessary to produce the outcomes in terms of health and wellbeing required and can demonstrate the impact of our work.</p> <p>The Director of Quality will provide national leadership and governance on standards, quality, outcomes and impact. They will be responsible for leading a multidisciplinary team of professionals who provide specialist advice on Safeguarding, Health and Safety, Physical and Mental Health and Wellbeing, Positive Behavioural Support, Trauma Informed Care, Cognitive disorders and disabilities, Neurodiversity, Regulatory and Legal matters in relation to services, Policy development, and guidance to operational colleagues and the wider organisation and provide support in the form of incident and complaint handling, audit and data. The Director will take a strategic and proactive approach to enable operational colleagues to ne positive and promote safe, effective and high-quality services.</p> <p>This role will drive a culture of excellence, safety and accountability across the charity's regulated and non-regulated services for adults and young people with. LD, MH, ABI, Dem, PD, sitting on the director team and reporting into the CEO, the director of quality, governance and risk is responsible for</p> <ol style="list-style-type: none"><li>1. ensuring regulatory compliance with CQC, Ofsted and CIW standards.</li><li>2. Embedding robust quality, governance and risk management frameworks.</li><li>3. Delivering strategies that safeguard and enhance service quality, outcomes and organizational resilience</li></ol>	

	<p>4. Support the charities strategic aims and driving continuous improvement in line with its values and mission.</p> <p>Leadership</p> <ul style="list-style-type: none"> <li>• As a member of the Directors team be part of leading the organisation and enabling delivery of the strategy. Working as part of the Director Team to the team is aligned on quality and clinical governance</li> <li>• To lead the development of a full quality assurance system and positive approach to meeting standards and delivering a high-quality service with outstanding outcomes</li> <li>• Build and lead high-performing Quality, Governance, and Risk teams, fostering a culture of empowerment and accountability. To lead and manage the multidisciplinary team to deliver the required results</li> <li>• Lead cultural change initiatives to embed best practices and promote person-centred care. and support.</li> <li>• To lead the team to produce and provide evidence-based content for training, competency assessment and guidance to teams.</li> <li>• To lead on performance monitoring and reporting. Contribute to the design, implementation and monitoring of key performance indicators which enable the organisation to understand and improve its performance in relation to quality, risk, business continuity, safety and compliance.</li> <li>• To Chair the national Quality Assurance meeting and make recommendations to directors on what the necessary steps are to improve safety and performance. Lead.</li> <li>• Build and maintain strong relationships with external regulators, commissioners, and stakeholders.</li> </ul> <p>Expert</p> <p>To be the source of expertise alone or in partnership with others on</p> <ul style="list-style-type: none"> <li>• Learning disabilities and supporting those with learning disabilities</li> </ul>
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	<ul style="list-style-type: none"> <li>• Autism and supporting those who are autistic or have other neurodiversity.</li> <li>• Prevention of ill health particularly in our beneficiary group</li> <li>• Prevention of poor mental health particularly in our beneficiary group</li> <li>• Supporting people with multiple or complex needs which include learning disabilities, neurodiversity, physical disabilities, poor mental health, sensory impairment</li> <li>• Safeguarding</li> <li>• Quality assurance, quality improvement and quality tools</li> <li>• Service delivery regulators requirements such as CQC, Ofsted etc</li> <li>• Incident and complaint management and learning</li> <li>• Audit</li> <li>• Regulation and the requirements of our regulators</li> <li>• Act as the point of escalation for quality concerns escalating further as appropriate.</li> <li>• To maintain an awareness of national, professional and local quality issues relevant to the quality of support.</li> </ul> <p>And provide advice and assurance to the CEO, Executive Team, and Trustees on matters relating to quality, safety, compliance, and risk.</p> <p>Strategy</p> <ul style="list-style-type: none"> <li>• Contribute to the development and implementation of the organisational strategy.</li> <li>• To develop and lead on the implementation of the Quality strategy.</li> </ul> <p>Standards</p> <ul style="list-style-type: none"> <li>• To be responsible for developing and sustaining your own continuing professional development (knowledge, clinical skills and professional awareness).</li> <li>• To challenge concerns of poor performance in service delivery in an effective, constructive and supportive manner to enable improvement and set standards.</li> <li>• To support high level investigations regarding health-related issues in services which may result in referral processes to regulatory/professional bodies.</li> <li>• To undertake internal and external benchmarking against best practice, identifying areas for service improvement with the aim of improving and enhancing the direct care for people we support.</li> </ul>
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	<p>Governance and Risk Management:</p> <ul style="list-style-type: none"> <li>• Develop and maintain a robust governance framework, ensuring accountability and transparency at all levels.</li> <li>• Establish and lead the organisation's risk management approach, including the identification, assessment, mitigation, and monitoring of risks.</li> <li>• Support the Board of Trustees in fulfilling their clinical governance responsibilities, providing reports and presentations on quality, safety, and risk matters.</li> <li>• Ensure that learning from incidents, complaints, and safeguarding issues is used to inform improvements and mitigate future risks.</li> </ul> <p>Quality Assurance</p> <ul style="list-style-type: none"> <li>• To hold and operate an effective quality assurance framework to give the Board confidence in the quality, safety and effectiveness of our services and to be able to demonstrate action is taken to reduce risk as it relates to the quality of services.</li> <li>• Lead the quality improvement agenda to achieve outstanding service ratings with CQC, CIW, Ofsted and other relevant bodies.</li> <li>• Ensure services meet or exceed legal and regulatory requirements, including safeguarding and health and safety.</li> <li>• Oversee the audit and inspection framework, ensuring that findings are addressed and actioned promptly.</li> <li>• Work with operational teams to ensure effective implementation of quality and compliance initiatives.</li> </ul> <p>Policy</p> <ul style="list-style-type: none"> <li>• To develop and oversee the organisations policy framework and manage the process for all policies</li> <li>• To initiate, develop, review and assure adherence to all policies relating to the safety, health and wellbeing of the people we support,</li> <li>• To regularly review the effectiveness of policies to ensure they are having the expected impact</li> <li>• To operate in line with the organisations policy framework</li> </ul> <p>Practice</p> <ul style="list-style-type: none"> <li>• To remain up to date on best practice in all aspects of our clients support and care.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To incorporate best practice in new service design working with operations and business development</li> <li>• To ensure all learning and development incorporates best practice working with the people team</li> <li>• To ensure all relevant systems support best practice working with the Technology team and project management</li> <li>• To ensure other organisational policies and practice support and do not prevent best practice</li> </ul> <p>Learning</p> <ul style="list-style-type: none"> <li>• To monitor trends in complaints, compliments all types of incidents</li> <li>• To ensure we have a process of recording the incident and actions taken, establish the facts and learning the lessons for local action and those that require systemic change and making sure they are recorded and actioned or are held on the risk register.</li> <li>• To ensure staff can act to reduce the impact when an incident occurs and to identify and manage all serious incidents</li> <li>• To ensure complaints receive a timely and satisfying answer and to learn from all compliments and complaints and feedback.</li> <li>• To learn from research and feedback carried out by others from the people we support and potential clients and their supporters and incorporate that learning into practice</li> </ul> <p>Audit</p> <ul style="list-style-type: none"> <li>• To ensure the practice in all services is safe and effective</li> <li>• To provide feedback to services to enable them to take the necessary actions to be able to achieve an outstanding rating from their regulator</li> <li>• To check that the quality improvement plan is representative of what is required and that actions are carried out and have the desired impact</li> <li>• To ensure compliance with reporting and policy and procedure</li> </ul> <p>Impact</p> <ul style="list-style-type: none"> <li>• To develop outcome and impact measurements and performance measures</li> </ul> <p>Reporting</p> <ul style="list-style-type: none"> <li>• To ensure appropriate reporting to the Committee Board and external regulators e.g. CQC, Ofsted, charity commission, HSE etc</li> </ul>
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	<ul style="list-style-type: none"> <li>To support and participate in any coroners' inquests and other formal investigations including preparation of comprehensive reports.</li> </ul> <p>Compliance</p> <ul style="list-style-type: none"> <li>Develop processes and systems to ensure compliance with regulatory requirements and best practice including, but not limited to, Care Quality Commission, NHS, PHE, local authority policies, National Patient Safety Agency, NICE.</li> <li>Ensure those with professional qualifications are supported and enabled to maintain their professional qualifications and competence.</li> <li>Ensure that information and data governance relating to personal data is processed to all relevant General Data Protection Regulations.</li> <li>Adhere to all United Response's policies and including those on Safeguarding, Health &amp; Safety, Financial Management and HR.</li> </ul>
<b>Person Specification</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Essential: You will hold a relevant degree or equivalent professional qualification in healthcare, social care, governance, or risk management. be educated to degree level of equivalent or hold a Post graduate qualification in healthcare or quality related disciplines.</li> <li>Desirable: A postgraduate qualification in leadership, governance, quality, or risk management.</li> <li>Desirable: Membership of a relevant professional body (e.g. Institute of Risk Management, CQI, etc.)</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Subject matter expert in health and wellbeing in the context of delivery in a social care or health organisation. Proven experience within a similar role / experience in social care.</li> <li>Deep understanding and experience of quality assurance and regulation, audit and data.</li> <li>Experience of affecting behaviour across a large multi-disciplinary environment, with frontline workers and managers.</li> <li>To have an in-depth knowledge of current health and social care legislation.</li> <li>Ideally also understanding of the PBS competency framework and standards of practice and trauma informed care.</li> </ul>

	<ul style="list-style-type: none"> <li>• Up-to-date and familiar with modern practice and national professional regulators' standards. Evidence of continuous professional development</li> <li>• Has a track record of significant improvements in quality in previous roles.</li> <li>• Experience of working with people with disabilities</li> <li>• Understanding of the interface between clinical/ healthcare and social care in community settings. A developed understanding of person-centred healthcare for people with a learning disability.</li> <li>• Experience of managing and motivating people to support quality improvements</li> <li>• Experience of completing RCA comprehensive investigations</li> </ul> <p><b>Skills, Knowledge and Abilities</b></p> <ul style="list-style-type: none"> <li>• Good communicator both in writing and orally, able to communicate complex concepts in an understandable &amp; engaging way.</li> <li>• Experience of collaborating across a large multi-site organisation, utilising technology, such as, Microsoft Teams. Able to work 'on site' and remotely.</li> <li>• Able to lead and develop staff.</li> <li>• Understanding/experience of managing risk, including supporting positive risk taking and identifying/addressing unacceptable risk. Knowledge of clinical and non-clinical risk management practices</li> <li>• Understanding of the principles of and experience in Safeguarding and Health and Safety.</li> <li>• Personal integrity and commitment to United Response values, vision and governance. Collaborative and inclusive, with a commitment to person-centred care and equality, diversity, and inclusion.</li> <li>• Clear commitment to embedding equality &amp; diversity in your work.</li> <li>• Demonstrable literacy of Microsoft Word, Excel, PowerPoint and Outlook and quality management systems.</li> <li>• Willing and able to travel between locations and some flexible hours as required – and occasional overnight stays.</li> </ul>
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