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| **Job Title:** | Associate Director of Quality |
| **Reports To:** | Director of Quality |

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| **Job Summary:** | To support and facilitate continuous quality improvement within our homes. To work with the Director of Quality to ensure that Avery maintains and improves compliance through the use of best practise. To drive effective quality and safety. Ensure high standards of care delivery and quality services, for a positive resident, relative and colleague experience |

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| **Role Responsibilities:** |
| * Work with the Quality and Operational teams to develop a culture that values the highest standards of care, safety, quality, and clinical risk.
* Provide Leadership and take responsibility for ensuring robust quality assurance systems and processes, ensuring group quality indicators and regulatory requirements are fully satisfied and therefore ensuring that safe, quality care is delivered to residents.
* Work with senior colleagues to drive continuous improvement, lead change and challenge conventional approaches, to create a learning organisation.
* Provide information and utilise data to identify and address themes, trends, and emerging risks.
* Benchmarking against other relevant data, proposing solutions to issues identified and producing and presenting reports as required.
* Offer expert advice on the development of new services and projects.
* Participate fully with other work partners to ensure an integrated approach to developing quality, people, and performance.
* Support to review any clinical initiatives and equipment that will enhance the resident experience.
* Inspire, coach and support to develop the wider team.
* Anticipate change through horizon scanning, review of regulatory requirements and develop skills, strategies, and procedures accordingly.
* Attend and chair quality and risk meetings as required.
* Support the development of the company strategy and operating plan related to care, quality and service, including policies related to care.
* Support the department to lead on development projects in line with company directives and legislative influences.
* Support clinical training programmes and competency assessment which assists with the recruitment and retention of high calibre staff and enhance quality standards across the company. Review and analyse significant events across the group and support root cause analysis and the investigation of serious incidents and complaints.
* Develop strong networks and relationships with key organisations and promote Avery as a sector leader, this includes external events, presentations, and meetings.
* Support the Director of Quality to provide professional nursing leadership and advice, this includes supporting with developing any learning and support required for registrants.
* Deputise for the Director of Quality as required Health and Safety Ensure as far as reasonably practical, the health. Safety and well-being of yourself, staff, visitors, and residents.
* Be familiar and comply with company health and safety policies.
* Be familiar and comply with health and safety regulations.
* Report any significant concerns directly to the Chief Operating Officer.
* Training and Development Undertake relevant training to update skills.
* Undertake performance and development reviews.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| Person Specification |
| **Qualifications** | **Essential/Desirable** | **Method of Assessment** |
| Relevant degree or evidence of further educational qualifications and continuous professional development | E | Application form/ certificates / professional registration |
| 1st level Registered Nurse (nursing home) with current NMC number  | E | Application form / NMC check |
| **Experience** |  |  |
| 5 years’ experience in Care and Quality role | E | CV / references  |
| 5 years’ experience working within care sector | E | CV |
| Experience of effective leadership and development | E | CV / references |
| Evidence of up-to-date training | E | Application form / interview |
| Proven experience of working as part of a team to get results | E | Interview / references  |
| Experience working with external agencies | E | CV / interview  |
| Experience in managing a quality assurance system through effective auditing | E | CV / interview |
| **Knowledge, Skills & Abilities** |  |  |
| Knowledge of the CQC regulations | E | Interview / references |
| Ability to communicate effectively verbally and in writing. Computer skills are essential | E | Application form / interview |
| Effective interpersonal skills  | E | Interview / references |
| Ability to negotiate with, and influence others | E | Interview / references |
| Ability to meet challenging deadlines  | E | Interview |
| Report compilation and writing skills | E | Interview / references |
| Have a positive attitude to develop teams | E | Application form / interview |
| Display a commitment of self-development | E | Interview  |
| **Personal Qualities**  |  |  |
| Calm under pressure, able to retain sense of humour | E | Interview / references |
| Positive attitude | E | Interview / references |
| Flexible/creative in looking for solutions, will propose solutions | E | Interview / references |
| Confident to deal with a wide variety of staff and others | E | Interview / references |
| Resilient to challenges | E | Interview / references |
| Full, valid clean UK driving licence | E | Interview / references |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |