

**Role:** Quality Auditor

**Reports to:** Head ofQuality and Compliance

**Reports:** None

**Hours of work:** 16 hours per week

**Budgetary accountability:** None

**Budgetary influence:** None

**Job Purpose**

To carry out and review audits, conduct satisfaction surveys and inspection preparation support sessions at services across all divisions of Milestones Trust. To support services to achieve exemplary standards of care, regulatory compliance, internal policies and procedures. To provide detailed and concise reports and action plans with recommendations for change to achieve the necessary compliance.

**Accountabilities**

Undertake planned and scheduled quality and infection control audits to support all Milestones services to comply with relevant legislation, regulations, internal policies and procedures, and best practice.

To provide regular objective, fair and professional auditing services to residential and supported living services and to compile accessible, detailed reports of the audits for managers.

Capture and interpret both quantitative and qualitative data from multiple sources relating to the performance and quality of a service, write detailed reports using an electronic audit system and present reports and findings to key stakeholders.

Where services are not performing as expected, work with the service to develop detailed, and time limited action plans and work with registered managers and other operational staff to help them to implement and then review these plans (whether remedial plans or stretch goal plans).

To conduct Service User satisfaction surveys, including observational visits

To contribute toward the development of quality standards, including reviewing and evaluating trust policies and local procedures

To identify areas of excellence and to share good practice across and between services

To attend and contribute positively to team meetings, for example identifying process changes that lead to service improvements

To work collaboratively to improve quality outcomes and person centred practice in all services

To be responsible for own personal development through regular supervision, job chats and effective learning and appraisal

When required undertake additional projects related to performance, quality, compliance and risk, such as mock inspections, full audits of individual services, pre and post CQC inspection support.

To travel to services in the Bristol, South Glos, North Somerset and Swindon areas

**Key results area/measures for the role**

*The following areas are measured by a variety of methods such as feedback from Managers,*

*use of service, delivery of personal objectives by the individual via the performance management system*

*and results from Operations KPIs.*

1. The morale and wellbeing of your team and colleagues is promoted and actively supported.
2. A healthy, supportive and pro-active attitude is promoted to service users, staff, internal and external visitors and other professionals at all times.
3. Services are actively supported through the audit process so that Trust services are continuously improved and this is evidenced through audit reporting outcomes.
4. Managers and services experience the auditing process as a supportive, collaborative and enabling process, where they are partnering with you and not subject to the process.
5. Positive and negative feedback and difficult conversations are delivered, received and perceived in an empowering and constructive way that promote and produce positive results in continuously improved services and quality outcomes.
6. Action plans are clear and concise and managers can readily work with the recommendations you make.
7. Trust values are apparent throughout the auditing process

**Person Specification**

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|  | **Essential** | **Desirable/Ideal** |
| **Qualifications** | Educated to degree level or equivalent and ability to pass numeracy and literacy assessments. |  |
| **Skills** | Effective time management and work prioritisation skills.Excellent verbal and written communication skills with the ability to communicate effectively with staff, service users, Trust Managers and a range of stakeholders.Good IT skills (MS Office), with the ability to demonstrate the effective utilisation of a range of IT systems. Ability and willingness to learn new IT systems and skills.The ability to have difficult conversations and resolve conflict using own judgement and person centred, solution focussed practices.Good observational skills – knowledge of what quality looks like as well as reads like Mentoring /coaching skills and the ability to be a credible, positive and professional role model to other staff.Effective organisational skills, demonstrated by achievement of deadlines and priority setting.Ability to work both autonomously, as part of a team and be self-motivated. Engage in reflective practice during 1:1 supervision sessions |  |
| **Experience** | Experience of working with service users with Learning Difficulties and/or mental health or dementia needs.At least 5 years’ experience of direct management of regulated services in the health or social care sector.Knowledge of the Care Quality Commission (CQC) fundamental standards and key lines of enquiry &/or the Supporting People Quality Assessment Framework (QAF).Experience that demonstrates the ability to build and maintain productive working relationships and partnerships.Experience that demonstrates the ability to identify issues and develop a logical and clear approach to problem solving.Experience that demonstrates the ability to present clear written reports, guidelines and presentation materials to various stakeholders, paying attention to detail |  |
| **Other** | Full drivers licence and use of own transportInquisitive, open minded and eager to explore all aspects of any issue.Willingness to be flexible, adaptable and responsive to changeCommitment to delivering a high quality service and to support the aims of the TrustCommitment to the core values of the TrustCommitment to person centred working |  |