

JOB DESCRIPTION

Post: Care Quality Co-ordinator

Location: Norfolk (on-site)

Reporting to: Service Manager/s (with a dotted line to the Quality Improvement Manager)

Responsible for: No direct reports

RESPONSIBILITIES OF THE POST

The principle purpose of this role is to support Service Managers deliver care and customer services safely and compliantly across the company. The role holder is expected to forge a strong working relationship with the Quality Improvement team to ensure care compliance and safeguarding within service delivery remain an operational priority.

1) Key responsibilities of the role (*This list is not exhaustive*)

Short term project – up to 12 months

- Work closely with the relevant Service Manager/s to compile and manage a prioritised list of Support Plans requiring updates.
- Ensure all new, reviewed and/or rewritten support plans are audited by the Quality Assurance (QA) Team within a three-month timescale.
- Co-ordinate the onboarding of new customers, ensuring all documentation and assessments are completed within agreed timescales.
- Contribute to the evaluation of the project and inform thinking about wider roll out and embedding.

Support Plan Oversight/Writing

- Review and update support plans, including Mental Capacity Assessments (MCA) and relevant risk assessments
- Ensure support plans reflect individual needs, preferences, and aspirations or goals
- Ensure family carers, social workers and other service providers involved in the individual's life are engaged and involved as the individual wishes as part of their annual review.
- Apply Positive Behaviour Support (PBS) frameworks and ensure documentation is accurate and respectful where required.

Compliance & Quality Assurance

- Oversee incident reporting, and audits ensuring any learning from trends/patterns are reflected within the support plan and risk assessments.
- Be aware of when to make a referral to the internal PBS Team
- Use compliance tools to monitor and improve support plan quality.
- Collaborate with the IM QA team and other stakeholders to maintain high standards.

2) SPECIAL CONDITIONS

- The post is subject to the appropriate level of Disclosure and Barring check.
- It is envisaged that the post holder will be required to work across customer groups and within different services should the need arise.
- As the role requires driving the post holder must have access to a car and hold business insurance.

3) PERSON SPECIFICATION

Knowledge & Experience / Qualifications

Essential

- To demonstrate caring and empathy in all you undertake
- Good written skills with experience of writing customer centric documents
- An understanding of person-centered principles
- An awareness of the importance of safeguarding and why it is critical
- Experience of using facilitation skills and collaborating successfully
- Able to direct people and situations with confidence and compassion
- Ability to exercise good judgement and escalate appropriately
- Good communication skills and the ability to encourage others to see things from a different perspective.
- Demonstrable experience of good organisational and analytical skills.
- Experience of using negotiation and diplomacy skills to achieve successful outcomes/results
- The ability to undertake audits and establish/identify patterns and trends.
- Good ICT/Digital skills and competency in using Microsoft Office

Desirable

- Experience in a health and social care setting
- Experience of person-centered planning and PBS principles.
- Knowledge of safeguarding, MCA, and risk assessment processes

- NVQ Level 3 or equivalent in Health & Social Care or equivalent.
- Training in PBS, MCA, or safeguarding.
- Experience working in supported living, residential care, or day services (including personal assistant service).
- Experience of project management or service improvement initiatives.

KEY CONTACTS

- Customers using Independence Matters services, their families, friends, key individuals.
- Commissioning Care Managers and reviewing teams.
- Operational Support Workers
- Service Manager/s and Team Manager/s.
- Internal Quality Improvement team.
- Internal PBS lead.
- Internal training team.