

Job Description / Person Specification
Head of Quality & Safety

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## Role Title: Head of Quality & Safety

## Reports to: Chief Executive Officer of Camphill Communities of Ireland

## The Organization:

Camphill Communities of Ireland is a registered charity that is part of an international movement working with people with intellectual disabilities and other kinds of support needs. In Camphill residents share their home, spiritual and working lives with those who are motivated to meet others as individuals needing support and recognition for who they are, and not as carer and cared for in the conventional sense.

Camphill is a way of life, where each person according to ability contributes what they can towards the well-being of the other. Pioneered by war refugees in Scotland almost 70 years ago, Camphill today numbers over 100 communities in 20 countries. In the Republic of Ireland, 16 communities of varying sizes and settings are home to around 250 residents / day attendees as well as some volunteers and coworkers. As each person with a disability is a unique individual, Camphill has established communities and services that cater to a variety of support needs and is in a continuous process of adapting itself to meet challenges & changes in those needs.

At the core of the community is the recognition of the dignity of people with disabilities, establishing supportive reciprocal relationships with those who provide support as part of the giving and sharing in community life. Camphill believes that no matter what an individual's disability may appear to be, the spirit - the essential core that makes us all human - always remains whole. Everyone deserves equal respect and opportunities in life so that all may be able to fulfil their potential.

Job Description – Quality and Safety Manager

Camphill Communities of Ireland (CCoI)

Grade: Grade 7 equivalent

Salary Scale: Salary will be commensurate with qualifications and experience

Location: Head office in Dunshane, County Kildare, attendance at other locations as appropriate.

Duration: Fulltime. 3 year contract initially, with a possibility of extension

Closing date: 30 May 2018

# Main Purpose of Role

The primary purpose of this role is to ensure that clear and effective quality and safety processes are in place across all CCoI services. This includes oversight of CCOI compliance with all HIQA regulatory requirements as well as quality and safety requirements arising under service agreements with the HSE and any other funding or oversight body.

This job description describes the roles and responsibilities as current envisaged.  These may change over time in the light of Organisations’s corporate and organisational objectives and the national disability sector programme.

# Overall Objectives

1. To support the development and implementation of best practice HR Strategies
2. To develop, deliver and implement policy
3. To lead in supporting the senior management team and the workforce in the communities to achieve the delivery of quality throughout Camphill.

# Span of Control

Camphill Communities of Ireland operates a residential and day service in 16 centres, in which approx. 250 residents and day-attendees live and take part in day activities, delivered by a workforce of approx. 500 persons comprised of employees and voluntary co-workers.

The HR Manager will report to the CEO. He/she will actively participate in the Senior Management Team and to develop and maintain the following key working relationships

* CEO and Senior Management Team of CCoI.
* CCoI Quality & Safety Committee.
* Quality & Safety Division of HSE.
* Relevant managers within each Community Healthcare Organisation of HSE.
* Relevant managers within HIQA and any other regulatory body.
* Persons-in-Charge in the communities
* Managers and senior responsible volunteers within CCoI.
* Residents/day attendees and their families.
* External partnering agencies and advocacy organisations.
* Quality groups and leaders in quality innovation within the disability sector

# Reporting in Roles

* The Safeguarding Officer and relevant future posts as may be created e.g. Medication Officer
* The Person-in-Charge in each community
* The Designated Safeguarding Officer in each community

# Key Responsibilities:

Key accountabilities of this post are to:

* Assure the Board of CCoI, through the CEO and the Quality & Safety Committee, that all appropriate quality and safety systems and processes are in place across the organisation.
* Assure the Board of CCoI, through the CEO and the Quality & Safety Committee, that all such systems and processes are in operation in all services, are applied consistently and are working to assure the quality and safety of CCoI services.
* Assure the Board of CCoI, through the CEO and the Quality & Safety Committee, that the real needs and requirements of people using CCoI services are at the heart of our quality and safety processes.

# Core Competencies

**Compliance with statutory requirements**

* Ensures that CCoI is in compliance with all statutory requirements as regards the registration of its services with HIQA.
* Ensures that all necessary actions are taken in a timely manner to remedy any failings or shortcomings highlighted through inspection reports.
* Oversees the internal periodic inspection of all registered CCoI services and ensure all matters identified are actioned in keeping with prioritised assessment of risk.
* Ensures all management systems and internal controls are operated to the highest standards of reliability, probity and integrity.

**Ensure provision of effective safeguarding procedures**

* Manages all resources assigned to the Quality and Safety function, including the performance and accountability relationship for all reporting staff, and participate as an active and engaged member of the Senior Management Team.
* Takes responsibility for safeguarding within the organisation and for ensuring that all requisite procedures are in place and are being applied effectively.
* Takes responsibility for Complaints Management and for ensuring that effective complaints procedures are in place across the organisation.
* Provides leadership to CCoI management and staff on how quality and safety processes can work to deliver on the vision of Camphill Communities of Ireland that all residents and attendees are valued and supported as whole persons.
* Thinks in systematic ways and helps others to see how a range of issues and elements need to be aligned if quality and safety is to be enhanced across the overall service

**Engage proactively with internal and external stakeholders, and other groups**

* Develops and maintains positive relationships with all relevant stakeholders, both internally and externally.
* Engages with, and contributes to, quality development groups within the broader service sector including with sectoral bodies such as the National Federation of Voluntary Bodies and the Disability Federation of Ireland.
* Develops collaborative relationships with other agencies within the disability sector and beyond, particularly as regards new approaches to quality and innovation within service delivery.
* Provides positive, compelling and visible leadership and support to all stakeholders so that there are high levels of understanding, buy – in and commitment to the quality and safety vision and goals of the organisation

**Training and Management of Staff and Deployment of Resources**

* Ensures all staff have a level of understanding and training required to work in their area of operation, e.g. safeguarding, challenging behaviour, manual handling, medication, etc.
* Undertakes any training or other development programmes as may be directed by the CEO.Manages the performance of all assigned staff in a clear and positive manner, setting high standards and supporting people to achieve these
* Reports to the CEO on all areas of responsibility and actively participates in the performance management process.
* Can design and implement relevant, timely and coordinated management information systems which capture and report on delivery within the assigned function

**Personal Commitment, Motivation and Integrity**

* Demonstrates high personal standards in terms of ethics, openness and probity, promotes an ethical approach to decision making and has a commitment to continued professional development
* Brings a high degree of energy and commitment to the role – is resilient in the face of high demand levels and adversity.
* Manages own time in a focused and disciplined manner to ensure that the most important issues are addressed and shows a high level of determination and persistence in pursuing quality and safety activities and goals
* Contributes effectively as a member of the senior management team.
* Leads by example in terms of actions and personal commitment - demonstrates clarity of purpose, personal competence and credibility that gives confidence to others
* Undertakes such other duties and responsibilities as may be assigned by the CEO.

# Person Specification

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| Qualifications, Knowledge & Experience in the field of Disability and/or Social Care | **Essential** | **Desirable** |
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| A minimum of a Level 8 qualification in a relevant professional discipline **or** substantial experience (5 years +) at management level in a relevant area | ✓ |  |
| Detailed understanding of developments at national and sectoral level in relation to quality and safety within disability services. | ✓ |  |
| Experience of working at management level within regulated social care and/or disability services. | ✓ |  |
| Experience of liaising with regulatory authorities as regards compliance with requirements and/or registration of services. |  | ✓ |
| Experience in the field of rights promotion and in working with service users to assess quality in services | ✓ |  |
| Experience of delivering services in compliance with service agreements made with HSE or equivalent funding bodies | ✓ |  |
| Experience of implementing safeguarding policies and taking responsibility for complaints management within disability and/or social care services. | ✓ |  |
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| Qualifications, Knowledge & Experience in the field of Quality & Safety management | **Essential** | **Desirable** |
| A Level 9 qualification in Quality & Safety in Healthcare and/or Social Care or equivalent.  |  | ✓ |
| Demonstrable and substantial experience in managing quality and safety within a large values-based organisation in the health/disability field. |  | ✓ |
| Demonstrable substantial experience (min. 3 years) in a management role with responsibility for quality and safety  |  | ✓ |
| Demonstrable experience of managing a team and a budget. | ✓ |  |
| Demonstrable experience of implementing systematic approach to Quality Assurance and Quality Improvement. |  | ✓ |
| Demonstrable experience of investigating safeguarding issues in line with national procedures. | ✓ |  |
| Demonstrable experience of investigating complaints from service users and other parties in line with national procedures. | ✓ |  |
| Demonstrable experience in an advocacy role and/or in promoting self advocacy with service users. |  | ✓ |
| Substantial experience within a Not-for-Profit / Charitable service providing organisation funded under Section 38/39. |  | ✓ |
| Substantive experience in service reform and innovation where the focus is on putting service user requirements at the heart of organisation plans and strategies |  | ✓ |