**JOB DESCRIPTION**

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| **JOB TITLE:**  | Quality Assurance  |
| **REPORT TO:**  | Operations Manager |
| ****JOB SUMMARY**** This job description is a statement of the core duties of the Quality Assurance, but it is not an exhaustive list. SLW LTD may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.The Quality Assurance will work closely with the Operations Manager and operational staff, and will provide key support to the group’s operational activity.Quality Assurance will be responsible for reviewing and improving our existing Quality Management System (including policies and procedures), having regard to the CQC’s standards. You will then monitor the improved systems against agreed targets. Have overall responsibility for the handling of complaints and investigations, whether made by clients, their next of kin, social services or the CQC; and will ensure that suitable file audit procedures are in place and are adhered to, thereby making our filing and record systems fit for purpose with regard to CQC and/or local authority inspections. ****Duties and Responsibilities**** * To provide expert advice to Directors, management and operational staff on Quality Assurance Systems and activities.
* To be responsible for scrutinising and monitoring our operational activity, with a view to ensuring compliance with, and exceeding of, the standards required by current legislation, regulation, guidance and practice standards.
* To provide a proactive approach to quality assurance activities within the Quality Assurance Systems to ensure that quality of work across SLW LTD is improved.
* To make an active contribution to embed audit and evaluation into services and support a learning and continual development organisational culture.
* To report regularly to senior management at quality assurance meetings.
* To be responsible for monitoring outcomes against inspection criteria and ensuring that information is fedback to improve service delivery to meet timescales.
* To provide ongoing casework audit and feedback regarding audit outcomes and tracking corrective action.
* To be responsible for the ongoing development of systems for a range of audit activities to inform practice improvements and service developments and to ensure they continue to meet statutory and regulatory requirements.
* To develop questionnaires and undertake surveys or focus groups to obtain feedback from Service Users and care workers, in order to inform service improvements.
* To work closely with the operational team to ensure data is collated from a range of sources effectively to improve quality and performance of provision.
* To keep up to date with research and changes in relevant legislation, guidance, regulation or practice standards to inform best practice and best use of resources.
* To represent the company at hearings conducted by the CQC and/or local authorities with regard to alleged misconduct and/breaches of the CQC standards and other relevant legislation and regulations.
* To ensure that suitable file audit procedures are in place and are adhered to, thereby making our filing and record systems fit for purpose with regard to CQC and/or local authority inspections.

**Training & Development*** **Maintain professional knowledge and competence.**
* **Attend mandatory training days/courses, on or off site as and when required.**

****Skills/Qualifications***** Fluent English (both written and spoken)
* Exceptional report writing skills
* Intermediate level or above Microsoft Office skills
* Great communication and interpersonal skills
* Team player and a joy to work with
* Good attention to detail
* Ability to work under pressure
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This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

SLW LTD reserves the right to amend this job description from time to time, according to business needs.