



**Creative Support Ltd, Head Office**

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Stockport, SK1 3TS      recruitment@creativesupport.co.uk

**Senior Quality Practitioner**  
**Quality Department, Stockport Town Centre**

**Reference: 81305**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 07 February 2025**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**



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**JOB DESCRIPTION – SENIOR QUALITY PRACTITIONER – HEALTH AND WELLBEING LEAD**  
**Quality Department, Head Office, Stockport Town Centre**

**Hours:** Full time hours: 37.5 per week, Monday to Friday 9am till 5pm.

**Responsible to:** Head of Quality and Service Director with lead on Quality

**The Role:**

You will be part of an established Quality team and will contribute to our audit and social care governance processes.

The role will lead on quality improvement assignments and development of processes across our organisation, particularly those services who are registered with CQC and provide support to service users who have complex health needs. Creative Support currently has over 700 services, including Learning Disability, Mental Health, Care Homes, etc. The role will be well supported within the highly experienced and established quality team who have been together in its current work for over 10 years.

The role includes carrying out quality audits and inspections and contributing to quality improvement and turnaround programmes. The post holder will also be part of a team which responds to specific work requests which may include assisting services with quality improvement work.

You will lead in quality improvement and your practitioner and health background will be a highly valuable asset.

**Role Duties:**

**Senior Quality Practitioner Requirements:**

1. Proven experience in leading quality assurance initiatives within social care environments.
2. A good understanding of CQC quality standards and local authority commissioned contracts.
3. Extensive knowledge and experience of supporting people who have specialist health conditions. Preferably relevant training in this area.
4. Strong analytical and problem solving skills
5. Excellent communication and interpersonal skills.
6. Strong presentation delivery skills.
7. Ability to travel frequently and occasionally stay overnight.
8. Specialist knowledge and experience in overseeing regulatory compliance of specialist health conditions.
9. To be thorough and analytical when examining any incidents involving health related support or care delivery and offer practical quality improvement support when required to ensure compliance and safety at all times.

- 10. To work in conjunction with the Executive Team and Registered Managers to ensure strong leadership for health compliance across our diverse range of services. To escalate issues when appropriate and ensure governance of issues under your role.
- 11. To work in close partnership with the health and safety department and HR department to ensure staff are practicing safety and that any issues are followed up appropriately and addressed in a timely way.
- 12. To lead on Health Promotion initiatives and carry out thematic health promotion campaigns and initiatives which both inform and promote best practice around key health needs. To engage Creative Support in relevant national health related campaigns (ie:- stroke awareness etc..). To promote and circulate information and good practice standards and devise bespoke campaigns to raise awareness and improve staff practice.
- 13. To ensure that health-related documentation is person-centred and high quality, which evidences personalisation to the service users, ensuring person-centred approach is used.
- 14. Understanding that promotion and awareness of good health and quality of life is important in supporting staff and service users throughout Creative Support. In creating health promotion opportunities and highlighting awareness of good practice when delivering support of specialist conditions and all health and wellbeing areas.

**Performance Reporting and Compliance Monitoring:**

- 1. Delivery of workshops and presentations in areas of quality and compliance.
- 2. Build strong, effective and positive partnerships with internal and external stakeholders, colleagues and managers.
- 3. Active engagement in meetings relating to quality and compliance e.g improvement plan reviews, commissioner meetings, etc.
- 4. Assist on the development, delivery and reporting on performance and risk.
- 5. Take appropriate action to ensure compliance with quality standards, contractual obligations and regulatory frameworks e.g CQC Single Assessment Framework.
- 6. Identify trends and improvement areas across contracts and service types.

**Service User Engagement and Co-Production:**

- 1. To contribute to and ensure good engagement with service user and other stakeholder to enable consultation and involvement initiatives as part of an audit. To take a lead on within the team on an identified service user and carer group.
- 2. To motivate teams and individuals to achieve the best possible outcomes for service users. To identify good person centred practice and ensure this is developed and promoted.
- 3. To contribute to Employee Recognition initiatives by recognising and acknowledging good practice.

4. To set and work to excellent standards within all safeguarding matters. To work in a timely and responsible way to ensure the safety of service users and staff.
5. To involve service users in their own care and ensure our care delivery meet expectations and best practice standards. To consult with service users when seeking to make quality improvement and ensuring

**Engagement and Partnership Working:**

1. To engage support staff in taking a proactive and solution focused approach to support and care delivery. To educate and motivate staff to meet the health and care needs of the people they support.
2. To engage the Executive team and Board of trustees periodically throughout the year when and required with the challenges and positive outcomes of the health and care support provided within Creative Support.
3. To ensure learning and development of our staff corporately in health related support and clinical issues. To offer onsite training and support to teams about key health related issues such as service who use PEG, Dysphagia or have more complex health support needs. To do this in partnership with trained health professionals when required.
4. To work proactively with external health professionals, SALT teams, District Nurses and all health professionals to ensure safe and connected services are provided.
5. To liaise with hospitals, pharmacists, GPs and health providers when required and take a supportive role in working through any multidisciplinary cases to achieve the best outcomes.

**Other Responsibilities:**

1. To develop staff training and supervision material that support the development of skills and knowledge around health-related good practice
2. To review Social care governance information and follow up on health related incidents where relevant. To work in conjunction with the Head of Quality and Service Director in providing follow-up action.
3. To report on compliance at the monthly national SCG (Social care governance meetings)
4. To ensure Creative Support complies with all current legislation, other relevant regulations and that best practice is maintained.
5. To work alongside staff and departmental leads to ensure understanding of the significance of quality assurance relating to compliance of supporting service users with specialist health conditions.
6. To assist/take responsibility for some key areas of Quality compliance e.g., maintaining registers on aspects of compliance (PEG, Dysphagia etc.).
7. An aspect of the role will require excellent research skills to promote compliance with any changes to legislation or regulatory change.
8. Excellent communication and report-writing skills.

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**Quality General Responsibilities:**

1. To work as a member of the Quality team ensuring a high standard of social care provision across the services either through proactive quality audits or supporting to services ensuring that all the necessary quality systems and processes are in place and being used effectively to meet quality standards.
2. To assist (co-audit) with quality audits of services and benchmarking services against national standards (i.e. CQC) and Creative Support’s standards. To identify good practice and areas for improvement.
3. To work collaboratively with services where improvement is required to support the completion of assessments, support plans and other client related paperwork to a high standard.
4. To work collaboratively with the Quality team in ensuring that all necessary systems and processes are in place to meet quality standards
5. To assist members of the team with researching and updating relevant key corporate policies and master documents, liaising with relevant key managers.
6. To assist senior colleagues in developing Quality Improvement Plans for services when required, in close collaboration with the directors and managers of services. To work with managers and staff teams to ensure the effective implementation of quality improvement plans and to demonstrate improvements within agreed timescales.
7. To support managers and staffing teams to deal with difficult and challenging practice issues and professional dilemmas. To do this in conjunction with senior quality practitioners.
8. To attend relevant forums, including family and service user staff meetings and stakeholder events. To elicit feedback regarding Creative Support’s services. To ensure that this feedback is acknowledged and acted upon.
9. To maintain accurate log of outcomes from internal quality inspections including action plans and liaising with managers of services in relation to completion of action plans.
10. To collect and collate relevant data and statistics and to produce statistical reports as required in order to contribute as required to Social Care Governance Meetings and Quality Sub-group meetings.
11. To provide professional advice, support and feedback to managers and services.

**PERSON SPECIFICATION – SENIOR QUALITY PRACTITIONER – HEALTH AND WELLBEING LEAD**

Quality Department, Head Office, Stockport Town Centre

	<b>QUALITIES</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
1.	Senior Practitioner and/or management experience, skills and knowledge in one or more of the following areas: <ul style="list-style-type: none"> <li>▪ Supporting individuals with social care needs (mental health, learning disabilities, autism, physical disabilities)</li> <li>▪ Developing personalised services to meet service user needs</li> </ul>	Application, Case Study & Interview	Essential
2.	A relevant professional practitioner qualification preferably from the health sector (e.g. Degree in RGN, RMN, RNLD, Social Work, DipOT or other qualification).	Application Form	Essential
3.	Proven management experience	Application Form	Essential
4.	Current Nurse registration	Application Form	Desirable
5.	Excellent interpersonal skills with an ability to manage situations effectively and whilst ensuring a sense of accountability and team.	Application & Interview	Essential
6.	Self-motivated and professionally driven	Application & Interview	Essential
7.	An ability to motivate and engage service users to be involved in the quality of their own care and to take part in the quality improvement agenda through co-production.	Application & Interview	Essential
8.	The ability to research, collate and disseminate information regarding good practice	Application & Interview	Essential
9.	Ability to produce high quality written reports within deadlines and contribute to the written plans and documents within services.	Application & Interview	Essential
10.	Warm, positive, respectful approach to service users and colleagues.	Interview	Essential
11.	A person-centred approach with a demonstrable commitment to ensuring good quality of life and planning of personalised services	Application & Interview	Essential
12.	Skills and confidence in networking with internal and external colleagues and agencies	Application & Interview	Essential
13.	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Application, Case Study & Interview	Essential
14.	Commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
15.	Degree level education	Application Form	Essential
16.	Ability to observe and evaluate service delivery and to identify good practice and areas for improvement	Application & Interview	Essential
17.	Experience of carrying out quality audits and/or investigating complaints	Interview	Essential
18.	Ability to manage own workload with minimal supervision	Application, Case Study & Interview	Essential
19.	Willingness and ability to travel across the country as required and to work flexible hours	Interview	Essential
20.	Car driver/owner (access to lease car or pool car may be possible)	Application & Interview	Desirable

**TERMS AND CONDITIONS – SENIOR QUALITY PRACTITIONER – HEALTH AND WELLBEING LEAD**  
**Quality Department, Head Office, Stockport Town Centre**

<b>Salary:</b>	<b>Up to £34,000 per annum</b>	
	<b>Point One:</b>	£31,000 per annum
	<b>Point Two:</b>	£32,000 per annum
	<b>Point Three:</b>	£33,000 per annum
	<b>Point Four:</b>	£34,000 per annum
<p><b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications –</i></p>		

**Hours of Work:**

Full time hours: 37.5 per week, 9:00am till 5:00pm Monday to Friday. Hours are to be worked flexibly, including participation in an out of hours rota organising support shift cover at our projects which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis if required (once every 8-12 weeks on average if support is required). Any overtime worked can be claimed back paid or as toil.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

**Holidays:**

25 days plus 8 statutory days pro rata.

**Birthday Holiday Bonus:**

One additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.

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- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

**Pension:**

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

**Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after six months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

**Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

**Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

**WeCare Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

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Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company Mobile Phone and Laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.