



**Creative Support Ltd, Head Office**

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**Senior Quality Practitioner- Regional Lead      Reference: 82203**  
**Midlands Area**

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: 5 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 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**

**All employees are subject to enhanced DBS checks**



## **JOB DESCRIPTION – SENIOR QUALITY PRACTITIONER- REGIONAL LEAD**

### **Midlands Area**

**Hours:** 37.5 hours a week or part time hours of no less than 25 hours

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

### **Location:**

Your primary work base will be agreed in one of our midlands based regional offices when the location of the post holder is known. Your work will involve being based with the National Quality Team in our head office in Stockport as a minimum once a fortnight and for training and key meetings. This role requires extensive travel throughout the Midlands region, with some flexibility for home working.

### **Scope of the role:**

Creative Support has an established quality department, which undertakes aspects of quality assurance work, compliance and good practice work nationally across our service user groups. These include a regular audit programme, a proactive audit schedule which works ahead of external inspections from regulators, local authorities and the CQC. The quality department also oversees the Social care governance structure, analyses quality data to ensure prevention strategies are used, and trends and themes form part of good practice awareness campaigns. The department ensures policies, procedures, quality systems are in place. There is a key focus on promoting good interdepartmental working to ensure the highest standards of support is provided to the service users in our care. Furthermore, to ensure a coproduction and inclusive approach with people we support in their own medication choices, rights and preferences.

We have over 90 locations (350 sites) that fall under CQC registration and compliance with these national standards is very important, as is supporting our 70 registered managers with their responsibilities nationally.

There is a key focus on promoting good interdepartmental working to ensure the highest standards of support is provided to the service users in our care. Furthermore, to ensure a coproduction and inclusive approach with people we support in their own medication choices, rights and preferences.

### **Summary of the role:**

The role of Senior Quality Practitioner –Regional Lead – Midlands area, is a newly developed role which will significantly contribute to quality assurance across the organisation. 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 Midlands region, particularly those services who are registered with CQC. 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.

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

Key areas of concentration for this post holder:

- As part of the quality team to ensure that, Creative Support meets and exceeds the CQC standards,
- Complete a range of different types of service audits through service visits and submit detailed and accurate reports of your findings.
- To directly support staffing teams with understanding and improvement of good quality practices.
- To review and develop of policies and training packages relating to quality assurance and key quality focus areas.
- To promoting Health and wellbeing good practice.
- To ensure that Creative Support is up to date on any good practice policy changes nationally.
- To champion campaigns on good practice in quality focus areas such as environments, person-centred support and healthy living.

Requirements:

- Proven experience in leading quality assurance initiatives within social care environments.
- A good understanding of CQC quality standards and local authority commissioned contracts.
- Strong analytical and problem solving skills
- Excellent communication and interpersonal skills.
- Strong presentation delivery skills.
- Ability to travel frequently and occasionally stay overnight.

In working alongside senior practitioners, managers and external specialist professionals, the role includes ensuring that care and support is well planned, delivered to high standards and evidenced well.

The post holder will be required to contribute to Social Care Governance processes through attendance at meetings, preparing and presenting reports and reviewing information received at Head Office (such as safeguarding, incidents etc) and to attend the Quality subcommittee of the Board, as required.

The ability to review social care governance and service data through using IT data management systems is imperative to this role.

Experience of data analysis, effective recording and detailed reporting skills are skills required for this role.

This role is diverse and rewarding where full training and support will be provided.

### **Main Duties and Responsibilities:**

#### **Key Quality Compliance Responsibilities**

- 1.1** Undertake planned and unplanned visits across the region to assess the quality and value of services, providing clear and timely reports on the outcome of service visits.

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- 1.2 To develop and improve compliance and auditing tools which ensure safety in supporting care and health interventions.
- 1.3 Ensure that quality assurance meets contractual and regulatory requirements.
- 1.4 Review feedback from internal audits/visits and self-assessment processes to assess service quality and influence improvements.
- 1.5 To be thorough and questioning when examining any issues with support or care delivery which is health/medication related and offer practical quality improvement support when required to ensure compliance and safety at all times.
- 1.6 Ensure you prepare timely and operationally useful reports to services and managers, which enable informed change and lay out SMART action plans so that improvements can be made. To ensure excellent follow up support to ensure that practice has been improved.
- 1.7 To work in conjunction with the Director of Quality, Head of Quality and Head of SCG, to ensure strong leadership for medication compliance across our diverse range of services. To escalate issues when appropriate and ensure governance of issues under your role.
- 1.8 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 in a timely way.
- 1.9 As a member of the quality team – it is important to understand that awareness and promotion of health is important in supporting colleagues and service users throughout Creative Support. In creating health promotion opportunities, such as the quality team highlight awareness of specialist conditions and health areas.

**Performance Reporting and Compliance Monitoring**

- 1.10 Delivery of workshops and presentations in areas of quality and compliance.
- 1.11 Build strong, effective and positive partnerships with internal and external stakeholders, colleagues and managers.
- 1.12 Active engagement in meetings relating to quality and compliance e.g improvement plan reviews, commissioner meetings, etc.
- 1.13 Assist on the development, delivery and reporting on performance and risk.
- 1.14 Take appropriate action to ensure compliance with quality standards, contractual obligations and regulatory frameworks e.g CQC Single Assessment Framework.
- 1.15 Identify trends and improvement areas across contract and service type.

## **Service user engagement and co-production**

- 2.1** 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.
- 2.2** 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.
- 2.3** To contribute to Employee Recognition initiatives by recognising and acknowledging good practice.
- 2.4** 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.
- 2.5** 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

## **Quality responsibilities**

- 3.1** 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.
- 3.2** To assist 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.
- 3.3** To work collaboratively with staff in services where improvement is required to support the completion of assessments, support plans and other client related paperwork to a high standard.
- 3.4** To work collaboratively with the Quality team in ensuring that all necessary systems and processes are in place to meet quality standards
- 3.5** To assist members of the team with researching and updating relevant key corporate policies and master documents, liaising with relevant key managers.
- 3.6** 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.
- 3.7** 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.

- 3.8** 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.
- 3.9** 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.
- 3.10** 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.
- 3.11** To provide professional advice, support and feedback to managers and services.
- 3.12** To develop Quality Improvement Plans for services when required, in close collaboration with the 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.
- 3.13** To take an active role in a national good practice group, encouraging good attendance and effective participation and follow up of issues. To contribute other good practice groups as required.
- 3.14** To contribute to staff training in relevant areas of expertise. To liaise with the training department so that programmes can be developed and delivered that respond to the quality needs within the company.
- 3.15** To offer supervision or ensure access to this where required across our specialist roles.
- 3.16** Develop staff training and supervision material that support the development of skills and knowledge around medication safe practice.
- 3.17** Review Social Care Governance information and follow up on incidents where required.
- 3.18** To report on compliance at the monthly national SCG (Social Care Governance meetings).
- 3.19** To ensure compliance good practice is developed in the Out of Hours and on-call work that we provide.
- 3.20** Ensure that Creative Support complies with all current legislation, other regulations and that best practice is maintained for the excellent running of operations.
- 3.21** Work in collaboration with staffing teams and departmental leads to ensure understanding of the significance of quality assurance relating to clinical compliance.
- 3.22** Promote and circulate information and good practice standards and devise bespoke campaigns to raise awareness and improve staff practice.
- 3.23** To assist in and take responsibility for some key areas of Quality compliance e.g., maintaining registers on aspects of compliance (PEG feeding etc.), carrying out specific

surveys. This aspect of the role will require excellent research skills and good communication and report writing skills.

**Other Duties**

- To accept regular support and supervision from your line manager.
- To provide regular verbal and written reports of work undertaken.
- To attend and actively contribute to Quality team meetings. To report to the Social Care Governance structures when required.
- To work as a member of a team and take responsibility for overall quality work plan to ensure the needs of the team are met.
- To work flexibly including nationwide travel, working outside of core hours and overnight stays.
- To carry out all work in a manner consistent with the person centred philosophy and service principles of Creative Support.
- To comply with and to promote the Equal Opportunities and Diversity Policies of Creative Support.
- To maintain confidentiality at all times, in accordance with agency policy.
- To ensure that own training needs in discussion with line manager and to attend training events and courses as required.
- To take a role as part of a rota on the duty manager Out of Hours team at head office. Full training provided and the role will not commence until after induction.
- Any other duties as required.

**PERSON SPECIFICATION – SENIOR QUALITY PRACTITIONER- MIDLANDS REGIONAL LEAD**

**Midlands Area**

	<b>Qualities-</b>	<b>How Assessed?</b>	<b>Essential or 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 customer needs</li> </ul>	Application Form, Case Study and Interview	Essential
2.	A relevant professional practitioner qualification preferably from the health sector to degree level (e.g. Degree in RGN, RMN, RNLD, Social Work, DipOT or other qualification).	Application Form	Desirable
3.	Current Nurse registration	Application Form	Desirable
4.	Excellent interpersonal skills with an ability to manage situations effectively and whilst ensuring a sense of accountability and team.	Application Form and Interview	Essential
5.	Self-motivated and professionally driven	Application Form and Interview	Essential
6.	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.	Application Form and Interview	Essential
7.	The ability to research, collate and disseminate information regarding good practice.	Application Form and Interview	Essential
8.	Ability to produce high quality written reports within deadlines and contribute to the written plans and documents within services.	Application Form and Interview	Essential
9.	A warm, positive and respectful approach to service users and colleagues	Interview	Essential
10.	A customer focused approach with a demonstrable commitment to person centred thinking and planning of personalised services	Interview / Application Form	Essential
11.	Skills and confidence in networking with internal and external colleagues and agencies	Interview and Application Form	Essential
12.	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview, Application Form and Case Study	Essential
13.	Commitment to equal opportunities and the promotion of anti-discriminatory practice	Application Form and Interview	Essential
14.	Attention to detail and good numeracy skills	Application Form	Desirable



15.	Ability to observe and evaluate service delivery and to identify good practice and areas for improvement	Application Form and Interview	Essential
16.	Experience of carrying out quality audits and/or investigating complaints	Interview	Essential
17.	Ability to manage own workload with minimal supervision	Application Form, Case Study and Interview	Essential
18.	Willingness and ability to travel across the country as required and to work flexible hours	Interview	Essential
19.	Car driver/owner (access to lease car or pool car may be possible)	Application Form and Interview	Desirable

**TERMS AND CONDITIONS – SENIOR QUALITY PRACTITIONER- MIDLANDS REGIONAL LEAD**  
**Midlands Area**

<b>Salary:</b>	<b>Up to £30,199 per annum</b>	
	<b>Point One:</b>	£27,091 per annum
	<b>Point Two:</b>	£28,002 per annum
	<b>Point Three:</b>	£29,000 per annum
	<b>Point Four:</b>	£30,199 per annum
<b>Please Note:</b>		
<p><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:**

37.5 hours per week including weekends and public holidays according to the needs of the service. There is a need to travel extensively across the country. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. Flexibility will then be considered within the working week to enable time for admin elements of the role.

**Holidays:**

25 days annual leave plus 8 statutory days.

**Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Level 2 and/or Level 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

**Birthday Holiday Bonus:**

All employees are entitled to 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.

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**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**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.

**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.
- 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 6 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 its 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

**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.

**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.

**Your Rewards:**

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

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.

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