

Job Profile

Job Title: Quality assurance lead

Job Grade: Level 4 zone 1

Salary Range: £44,579 - £50,706

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. Reporting to the Head of Provider Services, the Quality & Development Lead will work closely with the Service Managers to ensure demonstrable consistency and quality in services, to meet internal and external performance expectations and compliance. The post holder will also scope new business opportunities with the team in line with the council's in-sourcing strategy.

About the role

This role is integral to measuring the performance of our in house provider services and identifying areas to improve practice, performance and the experience for people who draw upon our services.

- The purpose of the role is to promote best practice standards relating to person centred strengths-based support. Aligned to the What Matters approach within Adult Social Care, the post holder will support services to evidence they are meeting the expectations of the people they support and their family carers.
- The quality assurance framework in Provider Services will support high quality and consistent delivery across a range of co-produced services and a programme of shared learning and development.
- The role centres around audit of practice to embed best practice and to support services to meet the standards for regulatory or industry compliance.
- You will work with the management team to identify, scope and appraise opportunities for in-sourcing and support development of new business opportunities within Provider Services

About you

- Knowledge of legislative and policy frameworks and application to practice, in particular to compliance with CQC.
- Knowledge of ASC resources to ensure delivery of effective care and support to people and their families and Carers.
- Knowledge and practical application of risk assessment and safeguarding adults.
- Excellent report writing and presentation skills, both written and verbal, and the ability to support evidencing of good practice.
- Skills in leading, improving and challenging people at all levels to provide and develop strengths-based personalised services.
- Ability to make policies relevant and relatable.
- Self-starter with project management experience.
- Good business acumen and ability to identify, scope and appraise opportunities in order to support decision-making.
- Good understanding of budgets and financial modelling.
- Ability to practically drive and develop new – and potentially unique – parts of the business.
- Passion and compassion to work with people and not “do to” them.

Work Environment:

The job is flexible and will include time spent in the office, visits to a range of adult social care settings, and the opportunity for some home working. You may be required to work evenings and weekends from time to time.

People Management Responsibilities:

You will not hold line management responsibilities but there is a requirement to mentor and coach staff, at all levels, where needed.

Relationships:

- You will report to the Head of Provider Services
- You will build collaborative relationships with provider service managers and staff, and in partnership with residents and their family carers, which is inclusive and anti-oppressive.
- You will be a creative and adaptable member of the Provider Services team.
- You will work closely with the Quality Lead for Adult Social Care

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,