
INFORMATION PACK

Quality Improvement Manager

Note that applications should be made on our own application form and be accompanied by our Equal Opportunities form.

If you require an application pack in a different format please contact the Administration Office on 01482 240200.

Closing Date: 24 August 2018

Interview Date: 10 September 2018

August 2018

Dear Applicant

**Quality Improvement Manager (22.5 hours)
(fixed term contract for one year with potential to extend)**

Thank you for your interest in the above post.

At Hull and East Yorkshire Mind we believe that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us prove that we make a difference?

Hull and East Yorkshire Mind has grown in size of the last three years with new projects, expanded coverage and more staff. We have a number of quality and regulatory systems and are introducing this new role to ensure our work is of the highest quality and making the greatest impact.

We also have a subsidiary, Wellington Care, which was formed last year and has the potential to become a leading health and social care provider. This company provides specialist care and support to people living with severe and enduring mental health conditions and other complex needs. Wellington Care is registered with the Care Quality Commission (CQC) and has a Registered Manager.

The post holder will be employed by Hull and East Yorkshire Mind but also support Wellington Care.

We have taken the deliberate decision to advertise the position as part time for one year as we are sure the post holder will want to shape the role themselves and are open to exploring the hours and long term future of the role as a key position within the organisation.

This will be a rewarding job for the right candidate. If you meet the criteria on the person specification, are a team player with the confidence to guide senior managers, have empathy, resilience and commitment then we'd love to hear from you. Please don't hesitate to contact me if you'd like an informal chat about the role.

Yours faithfully

**David Smith
Chief Executive**

JOB DESCRIPTION

JOB TITLE: Quality Improvement Manager

LOCATION: The post holder will be based at Wellington House (Beverley Road, Hull) but travel within the Hull, East Riding and Grimsby areas may occasionally be required.

SALARY: £35,000 per annum pro rata

HOURS: The post holder is required to work their contracted hours flexibly to meet the needs of the organisation which may include occasional evenings, weekends or public holidays.

REPORTS TO: Chief Executive

OVERALL PURPOSE OF THE JOB

The post holder will be a key member of the Senior Management Team whose overarching goal is to drive forward a programme of continuous improvement and service excellence which demonstrates positive outcomes for the people who use the services of both Hull and East Yorkshire Mind and our trading subsidiary, Wellington Care.

ROLE DUTIES AND RESPONSIBILITIES

(applicable to both Hull and East Yorkshire Mind and Wellington Care)

1. Provide guidance and support to the Senior Management and Leadership teams on all quality matters.
2. Play a key role in ensuring compliance with internal, contractual and CQC requirements
3. To promote excellence and establish strong working relationships with external partners
4. Take the lead role in developing and implementing robust quality systems, strategies and service improvement tools to drive forward a programme of continuous improvement
5. To support the wider Leadership Team to ensure quality standards are embedded in day to day work
6. To provide targeted, relevant and high quality coaching support to develop managers and frontline staff on quality systems
7. Undertake continuous assessments of the organisations and advise on the strategic direction in terms of quality standards
8. Monitor and report on the effectiveness of quality systems on an ongoing basis
9. Ensure the collection, analysis and presentation of appropriate quantitative and qualitative data to demonstrate the impact of our services
10. Contribute to the preparation of bids and tenders from a quality perspective
11. To ensure that the voices of people who use our services are heard and feedback from them is used to drive quality improvement

12. Actively work as a team member, contributing to initiatives that aim to improve the effectiveness of the organisations.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

PERSON SPECIFICATION

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Quality Improvement Manager		Created: July 2018	
Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of mental health issues and how they can affect individuals, families and communities	✓	
	Understanding of contractual quality requirements in a service driven environment	✓	
	In depth knowledge of CQC regulations	✓	
	Understanding of the issues facing the charitable sector		✓
	Understanding of how to utilise the feedback from people using health care services to improve performance		✓
Relevant experience	Recent experience in a senior management role	✓	
	Considerable and up to date experience of working in a similar role	✓	
	Of developing and implementing a range of quality improvement systems and strategies	✓	
	Of coaching and developing staff	✓	
	Of working at a senior level in a social, health care or charity setting		✓
	Of evaluating services using quantitative and qualitative data to measure benefits		✓
	Of driving change		✓

Key competencies	Able to influence an organisation's objectives in response to changing internal and external agendas	✓	
	Able to establish strong, mutually beneficial, working relationships both internally and externally	✓	
	Able to produce strategies to resolve complex organisational issues by seeking multiple views	✓	
	Able to inspire a culture of high performance and motivate staff to perform their best	✓	
	Implements good practice on efficient use of resources	✓	
	Focuses on delivering a quality and committed service which represents the best interests of people who use our services.	✓	
	Able to provide clear leadership to others, ensuring they understand expectations and provide constructive feedback and guidance	✓	
	Able to clearly communicate priorities and organisational objectives to gain 'buy in' from internal and external partners	✓	
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	✓	
	Values diversity and difference and operates with integrity and openness	✓	
Additional	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.		✓

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.