

## JOB DESCRIPTION

<b>Role:</b>	<b>Care Quality and Compliance Officer</b>
<b>Department:</b>	<b>Care and Support</b>
<b>Reporting to:</b>	<b>Service Manager</b>
<b>Location:</b>	<b>Emily House, Kensal Road, W10</b>
<b>Supervising:</b>	<b>N/A</b>
<b>Grade:</b>	<b>Market Assessment</b>

### The context

Octavia believes that good homes make for better lives.

Inspired by our founder, the social reformer Octavia Hill, we are a not-for-profit organisation providing thousands of people with good-quality affordable homes in inner London. Like her we believe in the power of well-planned, well-managed housing to make a difference

We aim to build happier lives and resilient communities by focusing on people as individuals, providing them with a range of services and the opportunity to support themselves.

Through Octavia Support, we offer a wide range of care and support services to older and vulnerable adults living in west and central London but we specialise in providing care for those experiencing dementia or with complex needs.

We provide housing with different levels of care and support, floating support and outreach services, and day care and activity centres. Flexibility is a key part of all of our care and support services as our focus is on the individual - helping people to stay as active and independent as possible.

### The purpose of the post

- (1) To support Managers and staff to understand performance and implement changes to policy and practices across Octavia care & support services
- (2) To undertake compliance audits across Octavia care & support services
- (3) To co-ordinate learning and development activities for care and support staff in conjunction with the Learning and Development Manager

### Key Competencies

- **Responsive**
- **Respectful**
- **Reliable**

## Key tasks

### **Support Managers and staff to understand performance and implement changes to policy and practices**

- To develop and support systems to understand performance within care and support
- To support staff to utilise the systems so they are able to understand how they are performing and demonstrate how they are the best at getting better across care and support
- Signpost staff to guidance and advice on policies and CQC standards
- Ensure the most up to date policy and associated documents are accessible and used appropriately in practice
- Promote and share best practice across care and support
- Undertake and support quality development workshops as required
- Take responsibility for departmental projects and/or functions as agreed with the Service Manager

### **Undertaking compliance audits**

- Co-ordinate an annual audit and quality assurance visit schedule in collaboration with Service Managers
- Undertake pre-audit research and collate data to prepare for audits and identify areas of interest
- Undertake Quality and Compliance Audits in line with regulatory, contractual and company requirements
- Record, analyse and report findings from audits and quality reviews
- Produce SMART action plans in line with audit and review findings, supporting company-wide continuous improvement
- To raise safeguarding or serious non –compliance and risk issues to the Service Manager and Assistant Director (Care and Support) immediately
- Support Managers and staff, where reasonably practicable, with local authority, CQC, quality monitoring visits and returns as directed

### **Co-ordinating learning and development of staff**

- Source appropriate training providers and evaluate their performance to ensure they meet the learning and development needs of care and support staff
- Ensure learning opportunities meet the requirements of CQC standards
- In association with the Learning and Development Manager, ensure all staff are up to date with training to meet compliance with CQC
- To ensure staff achieve the Care Certificate within six months of starting
- Ensure all training records are up to date

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the role holder. The role holder will need to ensure they remain co-operative and flexible undertaking all tasks as required in line with the Association's values, policies/procedures and regulations



<p><b>3</b></p>	<p><b>Knowledge :</b></p> <p>A good base of job-related skill and experience and being able to apply this effectively on the job; collecting and analysing information; being aware of what is going on in the organisation. Specifically, a working knowledge of:</p> <ul style="list-style-type: none"> <li>• The needs (physical, social, cultural and emotional) of people as they grow older</li> <li>• Awareness of dementia, mental health, disability or learning difficulties on individuals</li> <li>• Safeguarding vulnerable people</li> <li>• Ability to write clear reports/bids</li> <li>• Up to date Legislation including Care Act 2014, CQC standards and regulations, employment law and health and safety in care and support setting</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>4</b></p>	<p><b>Qualifications:</b></p> <p>Good standard of general education, including GCSEs in Maths and English (or comparable)</p>	<p>E</p>
<p><b>5</b></p>	<p><b>Other:</b></p> <p>You will be required to work some early morning, late evenings, or at the weekends to deliver project objectives</p>	<p>E</p>