


JOB DESCRIPTION	
	
<b>JOB TITLE:</b> Quality Monitoring Officer	<b>REPORTS TO:</b> Housing & Care Services Manager
<b>DEPARTMENT:</b> Housing & Care Services	<b>RATE OF PAY:</b> £27,741 to £31,346 per annum
<b>DATE:</b> December 2020	<b>REVIEW:</b> December 2021
<b>ROLE PURPOSE:</b> The Quality Monitoring Officer will be responsible for reviewing and updating policies, procedures and systems relating to Supported Living. The role will ensure the delivery of a high quality, effective care and support service within nursing, residential, domiciliary care and supporting people registered services and achievement of continuous improvement, in accordance with the standards and objectives set.	
Key Area	Key Activities
<b><u>RESEARCH</u></b>	<ul style="list-style-type: none"> <li>• Monitor policy, legislative and other developments relevant to the regulation of the 6 supported living services (nursing care, housing with care, learning disability, mental health, sheltered) and identify any implications for Apex.</li> <li>• Undertake research and provide background briefings and information for Apex Managers to support the development of the supported living policy/procedure manual.</li> <li>• Present policy work clearly and concisely, in written and verbal form, to the Supported Living Team</li> </ul>
<b><u>POLICY MANAGEMENT</u></b>	<ul style="list-style-type: none"> <li>• Lead policy projects including producing reports. Scope new areas of policy and respond to key consultations.</li> <li>• Review and update committee reports, material for the website and other documents as required.</li> <li>• Produce newsletters, reports to tenants, information leaflets, guidance notes and other published material for use by Apex staff, tenants, families, etc.</li> <li>• Develop and co-ordinate working groups to develop, review and implement policies, procedures, systems and standards relating to Supported Living.</li> <li>• Develop and review monitoring and reporting systems, and ensure implementation of such systems to achieve the performance targets set.</li> </ul>
<b><u>TENANT PARTICIPATION</u></b>	<ul style="list-style-type: none"> <li>• Work in conjunction with colleagues, tenants, etc. to implement the Association's Tenant Participation Strategy and ensure the principles of consultation, participation and involvement are adhered to.</li> <li>• Monitor and report on the effectiveness of the community Investment Strategy,</li> <li>• Respond to surveys, questionnaires and requests for information</li> <li>• Monitor, co-ordinate/make applications for funding, ensure compliance with requirements and work in partnership with other agencies in the funding applications programme to enhance the provision of services, activities and events for tenants.</li> </ul>

	<ul style="list-style-type: none"> <li>Engage with Supported Living Managers and partner organisations through social media, e-newsletters and by organising workshops and other events.</li> <li>Plan, develop and manage Supported Living tenant participation and community development initiatives to bring people and organisations together and facilitate collaborative working.</li> </ul>
<b><u>QUALITY MONITORING</u></b>	<ul style="list-style-type: none"> <li>Maintain compliance with all quality assurance and improvement processes and procedures.</li> <li>Contribute to and support the development of quality planning and reporting processes to ensure compliance with internal and external quality checks.</li> <li>Monitor and co-ordinate quality improvement plan actions and responses to ensure quality standards are achieved.</li> </ul>
<b><u>SUPPORTED LIVING</u></b>	<ul style="list-style-type: none"> <li>Monitor agreements between Trusts and the Association to ensure compliance with requirements. Ensure contract returns are sent on a timely basis.</li> <li>Assist the Housing &amp; Care Services Managers with the provision of information and support for staff on adult safeguarding.</li> <li>Ensure accurate and up to date records are maintained in relation to adult safeguarding and the monitoring of accidents and incidents</li> <li>Set up and maintain data monitoring records using appropriate software to collate information from a variety of sources to create reports for Supported living Managers including survey results, outcomes monitoring, etc. and review and report on issues identified from the data as required.</li> </ul>
<b><u>INTERNAL COMMUNICATIONS</u></b>	<ul style="list-style-type: none"> <li>Attend regular progress meetings.</li> <li>Ensure close liaison with Supported Living Housing Management team, Finance, Property Services and Personnel &amp; Training departments and provide necessary information as and when required.</li> <li>Work in partnership with the Senior Housing Officers in Supported living and the Senior Communities Officer in Housing to achieve organisational objectives.</li> </ul>
<b><u>GENERAL</u></b>	<ul style="list-style-type: none"> <li>Provide an effective advice service to customers and deal with complaints in accordance with the relevant policy and procedure.</li> <li>Monitor all mail coming into the team, deciding action as necessary and allocate action required to staff.</li> <li>Ensure all financial procedures are adhered to and accurate records are maintained.</li> <li>Ensure that all requirements of the Association's Equal Opportunities Policy are met and staff behaviour and attitudes reflect the Association's commitment to equality and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work.</li> <li>Assist the Housing &amp; Care Services Manager with the preparation of reports and statistical information.</li> <li>Monitor and review implementation of the Association's IT and Data Protection policies and procedures by all staff.</li> <li>Any other duties, which may be deemed necessary by the Chief Executive.</li> </ul>