



Quality Improvement Officer Role Profile

Purpose

As part of Cornerstone's Continuous Improvement & Learning Team this role involves providing an effective and efficient support service to the wider organisation in relation to all quality improvement related activities.

As a member of the Continuous Improvement and Learning Team, you will be involved in driving positive change, developing and participating in a range of quality improvement projects and activities, to enhance Cornerstone's commitment to providing expert care and support within a culture of continuous improvement.

Working collaboratively across the organisation, you will be responsible alongside your colleagues within the Continuous Improvement and Learning Team, ensuring compliance with all legal, regulatory frameworks and standards, for developing, and implementing quality improvement initiatives, whilst monitoring and evaluating their effectiveness.

You will promote a culture of continuous improvement by ensuring that we identify and maximise learning from any gaps in compliance and deviation from standards, identifying opportunities for improvement.

Duties and Responsibilities

- Report directly to the Head of Continuous Improvement and Learning
- Effectively and efficiently work with the Continuous Improvement and Learning Team colleagues in all related activities.
- As part of the Continuous Improvement and Learning Team, ensure that Cornerstone's overall quality assurance systems, and processes are promoted (including electronic systems) and measured within a culture of continuous improvement.
- Support the development of all internal quality assurance processes keeping colleagues, the people we support and other stakeholders engaged and informed by working collaboratively.
- Review the efficiency and effectiveness of organisational systems, processes ensuring they are fit for purpose, that they comply with current and relevant legislative requirements and, where appropriate, make recommendations for review and improvement.
- Lead on design and delivery of agreed quality processes which reflect organisational strategy, e.g., internal quality assurance tools.
- Gather intelligence data, carry out audits and reviews of individual services to identify areas of good practice and potential risks, concerns, and areas for improvement. Reporting on findings and supporting services to make the required improvements whilst promoting accountability.
- Lead on all quality related matters, mentor colleagues and tailor support as required (in person and remotely) prioritising services that need to improve.
- Analyse and report on findings, presenting recommendations for action to the Head of Continuous Improvement and Learning and other members of the Senior Leadership Team (SLT) as well as operational leadership colleagues.
- Lead, develop and facilitate organisational involvement activity and our strategic commitment to the Charter for Involvement, ensuring that there is an inclusive approach.
- Contribute and develop policies and procedures in relation to quality initiatives and the Charter for involvement.



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- Promote Cornerstone's customer satisfaction processes ensuring accessibility for people we support and take the lead in reviewing and reporting. Ensure the organisation can effectively capture feedback and demonstrate the difference we can make to the lives of individuals and families.
- Provide advice and support to colleagues across the organisation, including the SLT, on quality improvement, involvement matters and delivery of the Strategic Plan.
- Design and deliver quality related training and workshops to colleagues on relevant processes, regulatory requirements and best practice to ensure consistency of service and delivery.
- Undertake, when requested by the SLT, internal complaint investigations. Prepare investigation reports based on facts, making any necessary recommendations for improvement.
- In collaboration with others monitor and support improvement activities following investigations and identify organisational learning.
- Take the lead on project work relating to quality improvement involvement and engagement as agreed with the Head of Continuous Improvement & Learning and the Director of Delivery.
- Actively support projects through to outcomes and ensure sharing of best practice and learning across the organisation.
- Analyse and prepare information related to Cornerstone's key quality performance indicators and provide comprehensive professional reports as required to the Head of Continuous Improvement and Learning, the Director of Delivery and where requested other members of the Senior Leadership Team and Board.
- Carry out any other duties relevant to the post.

Outcomes & Approach

- Uphold and demonstrate the organisational values; be caring, person-centred, professional and pioneering
- Develop, nurture and maintain excellent professional relationships with colleagues, leaders and professionals, recognising individual strengths, work together to ensure an effective and collaborative approach
- Share your knowledge and expertise with your team and the wider organisation, contributing to an engaged, motivated, and empowered culture
- Promote good practice which supports the health and wellbeing of all our colleagues

Continuous Professional Development

- Use your own initiative, be confident in your own abilities, make solution focused decisions, seek guidance and support where necessary and be personally accountable for your work
- Undertake training as required and seek opportunities for personal and professional development to continually improve your competency in your role whilst also considering skills matrix at a higher level
- Ensure full compliance with the Health and Social Care Standards, legislation and regulations including Health & Safety, GDPR and Cornerstone's internal policies and procedures.



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*Person Specification

At Cornerstone we are keen to attract employees whose own values and approach to work complement our purpose, vision, and values. Qualifications, experience, and competencies are important as they can predict and impact upon your potential performance however, we are particularly interested in your values and approach.

No.	1. Qualifications *	Requirement	Measured Via
1.1	Professional qualification in a relevant discipline	Essential	Application
1.2	Project management or quality assurance certification in a health and social discipline.	Desired	Application
	2. Skills, Abilities & Competencies		
2.1	Ability to analyse and interpret statistical data	Essential	Interview
2.2	An ability to work on your own initiative with a creative, innovative and imaginative approach to tasks	Essential	Interview
2.3	Ability to produce high quality, accurate work to strict and tight deadlines	Essential	Interview
2.4	Excellent verbal and written communication skills	Essential	Interview
2.5	Ability to prepare and present high quality reports	Essential	Interview
2.6	Close attention to detail and accuracy	Essential	Interview
2.7	Excellent planning, organising and time management skills	Essential	Interview
2.8	Ability to respond flexibly to emerging and changing circumstances	Essential	Interview
2.9	Confidence in participating in challenging situations (e.g. investigations) and communicating concerns	Essential	Interview
	3. Experience		
3.1	Proven experience of supporting quality processes in a similar sized organisation	Desired	Application / Interview
3.2	Extensive administrative experience at a senior level	Desired	Application / Interview
3.4	Proven project management experience and skills	Desired	Interview
3.5	Proven experience of office related computer packages (word processing, presentation software, spreadsheets, e-mail, MS Teams etc.)	Desired	Application
3.6	Experience of Regulation, Health and Social Care Standards and SSSC requirements regarding quality matters	Desired	Application / Interview
	Values		
4.1	A caring, professional, person-centred and pioneering outlook	Essential	Interview



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4.2	An ability to bring a confident, motivational and energetic approach	Essential	Interview
4.3	Willingness to support colleagues	Essential	Interview