

Job Description

Audit & Standards Officer – Adult Services

Reporting to	Head of Operations	Date	July 2017 (Revised December 2017)
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Key Responsibilities

MacIntyre considers the position of Audit & Standards Officer to be one of considerable responsibility and confidentiality. You will uphold the Statement of Values in all aspects of your work and promote a positive image of MacIntyre and its provision.

You will contribute to a culture of reflective practice promoting continuous improvement across a designated area, primarily through supporting the effective implementation of outcome focussed area and service development plans, which meet statutory and regulatory requirements, and the management of relationships with key stakeholders and partners.

Reporting to the relevant Head of Operations, you will work in liaison with the Head of Compliance and Safeguarding to ensure that Adult Services Investigation, Inspection and Audit systems relating to compliance with MacIntyre's Health and Safety Policy and relevant external regulatory frameworks are effectively and rigorously implemented.

This role requires regular travel throughout the business for which appropriate reimbursement will be made.

Core Tasks

Responsibility to people we support

1. To work in accordance with MacIntyre's values as explained in The Promises
2. To ensure that people we support are treated with respect, dignity and equality
3. To be personally responsible for the standard and quality of your practice
4. To safeguard and promote the welfare of the people we support
5. To assist in the construction of Health & Safety risk assessments
6. To maintain appropriate confidentiality of information
7. To adhere to MacIntyre's policies and procedures

Responsibility to yourself

8. To be responsible for your own personal and professional development and undertaking learning and development activities to include attending service specific training as required
9. To participate in regular supervision sessions and annual appraisals
10. To work in accordance with relevant codes of practice and governing legislation
11. To be aware of your responsibilities in accordance with the current Health and Safety at Work Act

Responsibility to staff

12. To be a role model for excellent practice
13. To coach, train and mentor Practitioners to enable them to deliver best practice

14. To formally supervise delegated members of staff in accordance with MacIntyre's supervision policy
15. To be involved in the recruitment, selection and induction of staff and volunteers where appropriate
16. To ensure a high standard of practice within the service(s)

Main Tasks

17. Work alongside operational and support service colleagues supporting the delivery of services in line with MacIntyre's quality framework, ensuring key operational and commercial performance indicators are met
18. Work alongside colleagues to ensure that services are shaped and developed by the views and needs of people we support
19. Promote community involvement (including use of volunteers)
20. Maintain a presence within the local community, representing MacIntyre at external events, meetings and reviews as required
21. Manage relationships with key stakeholders and partners (e.g. local authorities, commissioners, people we support and their families) which contribute to MacIntyre's local, divisional and corporate plans
22. Communicate with families, representatives and outside agencies in a professional and courteous manner
23. Use inclusive recruitment methods in acting as Appointing Officer up to Senior Practitioner or equivalent level, using the MacIntyre Profile, promoting equality of opportunity, respect for diversity and anti-oppressive practice
24. Support the induction of new managers into Health & Safety requirements, regulatory and internal compliance standards
25. Conduct supervisions and appraisals with staff, in line with corporate policy, complete individual learning plans which address training needs and support continued professional development.
26. Contribute to a reflective culture of open communication and feedback within staff teams, facilitating constructive team meetings within the services, ensuring staff adhere to team decisions and are focussed on outcomes for the people we support
27. Manage your time and workload in a flexible and person centred manner across the different locations, as required, to meet the needs of the people we support
28. Respond to any concerns regarding the health, wellbeing, safety or safeguarding of a person we support in accordance with local protocols, regulatory guidance and best practice advice and MacIntyre's policies.
29. Support people in all aspects of their lives as required (including but not limited to personal and intimate care, hygiene, physical wellbeing, moving and handling, use of mobility aids and equipment).
30. Ensure that each person we support has the necessary risk assessments in place at all times and that these are implemented to a high standard.
31. Promote the health and safety of the people we support in line with MacIntyre's Policy for Health, Safety and Welfare at Work.
32. Participate in the local "on call" system where appropriate
33. Support MacIntyre to ensure that the necessary risk assessments for staff are in place at all times, and implemented to a high standard.

34. Promote the health and safety of the staff team in line with MacIntyre's Policy for Health, Safety and Welfare at Work
35. Support managers to achieve and maintain compliance with CQC or equivalent standards, ensure contract compliance and adherence to internal standards
36. Understand and respond to changes in regulatory frameworks, local and national policy and other drivers, keeping abreast of national, corporate and local developments which may impact on service delivery and advising Area Manager and first line manager colleagues accordingly
37. Measure service performance using audit/inspection tools and report results and recommendations, to your line manager highlighting any areas outside first line management control which will negatively impact performance
38. Maintain confidentiality of information and work in line with all relevant codes of practice and governing legislation
39. Working with Area Managers, support the scheduling and undertake, where required, Health and Safety audits for services within a designated area on an annual basis
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41. In support of Area Managers, undertake Health and Safety Investigations and produce thorough investigation reports for services within a designated area
42. In support of Area Managers, undertake actions related to quarterly Area Health and Safety Reports to include but not limited to collating and analysing information from Health and Safety audits, investigations and accident and incident reports, enabling Area Manager(s) to produce a thorough report for services within a designated area
43. In support of Area Managers, monitor Assessnet tasks as directed, providing support to Frontline Managers to support timely completion and sign off of tasks
44. In support of Area Managers, provide additional information relating to the monthly accident and incident statistics as directed, enabling Area Manager(s) to provide a thorough report for all services within a designated area
45. To undertake any other duties as requested by the Head of Operations.

Person Specification: Audit & Standards Officer

Abilities and Skills	<p>The key competencies are set out below. Please refer to the detail of the competency framework.</p> <ul style="list-style-type: none"> • Leadership. • Improving service quality. • Managing external stakeholders. • Managing your team effectively. • Maintaining commercial disciplines. • Your personal development.
Education, Knowledge and Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Knowledge of Equal Opportunities and diversity best practice and legislation • Knowledge of relevant statutory legislation e.g. Health and Safety, Safeguarding Adults, Data Protection, Care Act • Proven leadership ability • Skills in budget control, quality assurance, supervision and team building • Ability to identify and address training and development needs of self and team • Effective interpersonal skills • Proven ability to work autonomously, both at an individual and team level • Ability to manage available staff and resources effectively • Ability to think and respond creatively, positively and with flexibility • Proficient in the use of MS Word, Excel, Powerpoint and online databases including Assessnet • Ability to analyse data and compile reports • At least 2 years' experience of working with people with learning disabilities or autism at a management level <p><i>Desirable</i></p> <ul style="list-style-type: none"> • IOSH Managing Safely • Manual Handling Key Trainer • Safeguarding – Trainer qualification • Experience of completing audits, investigations and/or use of other quality measurement tools • An understanding of the education, learning and development needs of people with learning disabilities or autism, including learning styles, learning environments and positive approaches to behaviour that challenges • Experience of managing/developing learning opportunities for people with a variety of ability levels • Experience of delivering staff training • Knowledge of factors that may affect learning e.g. epilepsy, autism, sensory impairments • Experience of advocacy, consultation and co-production
Personal Characteristics Essential Criteria	<ul style="list-style-type: none"> • The personality and management qualities necessary to develop and maintain effective working relationships • A commitment to a Person Centred approach that is focussed on the needs and aspirations of people we support placing them at the centre of all planning, project and curriculum design • The belief that people with learning disabilities or autism have a right to participate in making decisions about the services they receive • The belief that all people with learning disabilities or autism have a right to access education, learning, training and employment opportunities • A commitment to the implementation of MacIntyre's Equal Opportunities Policy
Service Specific Essential Criteria	<ul style="list-style-type: none"> • Current driving licence and own transport(ability to travel widely necessary for this post) • Able to work flexible hours including evenings, bank holidays, waking nights and weekends (as and when required)

Competencies: Audit & Standards Officer

Competency	Definition
Leadership	<ul style="list-style-type: none"> Respected as a role model, consistently demonstrating a high quality approach to all aspects of work across local services. Leads the development of local services, in line with strategy, to meet the changing needs of people we support and corporate objectives
Improving Service Quality	<ul style="list-style-type: none"> Leads the successful delivery of MacIntyre's 'DNA' and Great Interactions across local services. Leads the Person Centred Review process ensuring that there is a culture where progression for each person is implicit in their Person Centred Plan. Develops a service plan that reflects the themes that have arisen from Person Centred reviews and leads the implementation of the plan. Ensures successful compliance of all required procedures and processes within the service.
Managing external stakeholders	<ul style="list-style-type: none"> Develops successful relationships with stakeholders and identifies new business opportunities. Uses an appropriate customer focussed approach with an effective and influential communication style with stakeholders. Develops a network of local contacts.
Managing your team effectively	<ul style="list-style-type: none"> Effectively manages staff team and ensures that each person understands the service and corporate objectives. Provides effective performance management using a range of leadership and management techniques. Mentors and encourages personal development within all staff.
Maintaining commercial disciplines	<ul style="list-style-type: none"> Takes responsibility for the operational and financial performance of the service, successfully delivering set targets. Provides and uses management information appropriately to prioritise and plan business activity. Demonstrates value for money in the delivery of all services.
Your Personal Development	<ul style="list-style-type: none"> Has personal integrity, with commitment to openness, inclusiveness and high standards. Is committed to self development and takes responsibility for own personal development plan. Has self awareness of own strengths and limitations and acts accordingly.