

JOB DESCRIPTION

Job Title	Quality Lead and Registered Manager (Shared Lives)
Full Time Salary (37.5hrs)	£45k – £55k
Responsible to	Director of Operations

Main Purpose of the Role

This is a unique opportunity to lead quality assurance and continuous improvement across Southend Care while maintaining Registered Manager responsibility for our Shared Lives scheme. Reporting directly to the Director of Operations, you will play a key role in shaping how quality is understood, measured and improved across a diverse portfolio.

You will provide independent assurance, identify opportunities for improvement, support services through inspections and champion best practice. Through strong relationships, constructive challenge and a focus on learning, you will help ensure people receive safe, effective and person-centred support.

Alongside this organisation-wide remit, you will maintain Registered Manager responsibility for Shared Lives, ensuring the service continues to deliver high-quality, family-based support that enables people to live fulfilling and independent lives.

This role offers the opportunity to influence organisational strategy, work directly with senior leaders, and make a visible impact across Southend Care.

Responsibilities of the Role

Quality Leadership and Improvement

- Lead Southend Care's approach to quality assurance, continuous improvement and regulatory readiness across all services.
- Chair the quarterly Quality Improvement Forum and fortnightly improvement working group.
- Coordinate organisational audit programmes and use findings to identify themes, risks, opportunities and examples of best practice.
- Undertake mock inspections and quality reviews to support continuous improvement and inspection readiness.
- Provide assurance to senior leaders through quality reporting, performance analysis and oversight of improvement activity.
- Monitor progress against quality standards, regulatory requirements and organisational priorities.
- Support services to prepare for and respond to inspections, audits and external reviews.
- Promote a culture of continuous improvement, learning and accountability across Southend Care.
- Facilitate organisational learning from audits, inspections, incidents, complaints and compliments.
- Work collaboratively with operational managers to develop, deliver and implement improvement initiatives that enhance quality and outcomes.
- Build positive relationships with operational teams to encourage innovation, reflection and shared learning.
- Keep abreast of sector developments, emerging best practice and regulatory changes, bringing learning into the organisation where appropriate.
- Provide professional challenge, support and advice to managers on quality improvement matters.

Registered Manager (Shared Lives)

- Maintain CQC Registered Manager responsibility for the Shared Lives scheme.
- Efficiently manage the day-to-day operation of the service, providing leadership and oversight.
- Ensure the scheme operates safely, effectively and in accordance with regulatory requirements and organisational standards.
- Oversee the recruitment, assessment, approval and ongoing support of Shared Lives carers.
- Ensure robust arrangements are in place to assess the suitability of carers, placements and support arrangements.
- Promote positive outcomes, choice, independence and community inclusion for service users.
- Promote a strong safeguarding culture and ensure carers and staff are equipped to respond appropriately to concerns.
- Ensure carers and staff have access to appropriate training, development and support.
- Work closely with commissioners, social care professionals, carers and families to support the development and growth of the service.
- Promote opportunities for carers and service users to influence and improve the scheme
- Ensure effective governance, quality monitoring and continuous improvement in Shared Lives.
- Monitor service performance, resources and budgetary responsibilities and lead on opportunities that strengthen sustainability and impact.

Resources

- Responsible for direct line management of staff
- Responsibility for departmental budget

Work Environment

- Primarily Brook Meadows House
- Will be required to work within any service within Southend Care when services are in an emergency or as directed by the Director of Operations
- Hours to be worked flexible including some out of normal hours working or weekend working may be required

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

PERSON SPECIFICATION

Attributes	Activity	Essential/ Desirable	Evidence*
Qualifications or membership to a Registered Body	- Relevant management, leadership, quality or social care qualification (or equivalent experience) - Experience operating at Registered Manager level within adult social care and ability to meet CQC Registered Manager requirements - Professional registration with Social Work England, NMC or another relevant professional body	E E D	A, I Q
Knowledge, Experience Skills and Abilities	- Experience of leading regulated adult social care services, quality functions or operational teams - Strong understanding of adult social care legislation, regulation and safeguarding - Experience of quality assurance, service improvement or inspection readiness activity - Ability to analyse information, identify themes and translate findings into meaningful action - Ability to find creative solutions and provide constructive challenge and support to services - Excellent communication, report writing and presentation skills - Experience of working with commissioners, regulators or external inspection bodies - Excellent time management and decision-making skills with the ability to resolve complex issues - Experience of budget management and effective use of resources - Valid full driving licence and access to vehicle - Knowledge and experience of Shared Lives services	E E E E E E E E E D	A, I, E, R
Values and Behaviours	We are Caring – providing the person-centred care we would want for ourselves and loved ones We are Passionate – about care and having pride in being part of Southend Care We are Diverse – inclusive, recognising diversity through celebrating differences We are Empowering – enabling everyone to fulfil their potential, take ownership and be accountable We are Innovative – take on challenges and seek solutions with a balanced care/commercial mind set	E E E E E	A, I, R

* Application (A), Interview (I), Assessment Exercise (E), References (R), Qualification (Q)