



Working Together Ludlow
to include people with learning difficulties and disabilities

Working Together (Ludlow) Limited
Ludlow
Shropshire



Assurance & Compliance Manager - Job Description

Hours: 15 hours per week

Salary: £34,000 pro-rata

Place of work: Rockspring Centre, Ludlow

Job Role:

The Assurance & Compliance Manager provides oversight and quality assurance for the services we deliver for adults and young people with learning disabilities, ensuring we are compliant with agreed standards and guidelines to meet the obligations of our funders and commissioning frameworks, including alignment with CQC SAF where applicable.

The postholder is responsible for ensuring that our services and premises are safe and that effective delivery systems are in place, working with the management team to develop and set agreed standards, guidelines, policies and procedures.

As a member of Working Together's management team the postholder will identify areas for improvement and lessons learnt to be shared across the organisation.

The postholder will ensure all compliance aspects of the services and premises are recorded and kept in date and will support staff to ensure any actions needed are completed.

The postholder will act as Deputy Safeguarding Lead for the organisation - ensuring that safeguarding policies and procedures are current and understood by all.

Accountable to: Working Together Chief Officer

Accountable for: Caretaker & Compliance Assistant; Cleaner
Members, staff and volunteers as part of the WT management team



Key Duties and Responsibilities:

Service Delivery

Working Together staff must ensure that our members get the best experience possible during their time with us; to participate as fully as possible; to take responsibility as far as they are able; and to play an active role in the daily activities.

At Working Together we focus on people's abilities rather than their disabilities and encourage them to be the very best they can be in a supportive and non-threatening environment.

The Assurance & Compliance Manager will:

- Support the management and delivery of the organisation's Service Development Plan.
- Play a leading role in the development and implementation of organisation policies, practices, procedures, data management, record keeping and improvement plans.
- Take the lead on developing and implementing WT's Quality Monitoring Systems, including training and supporting staff to meet the obligations.
- Maintain robust records and provide reports for the CO, management team and Trustees.
- Undertake detailed audits and compliance checks to ensure all standards are well met and evidenced.
- Ensure that WT is providing exceptional services, opportunities and outcomes for our members which are well evidenced, including through regular consultation and engagement with members, families and carers.
- Establish and/or maintain systems and processes to enable you to act on or offer advice regarding any protection or safeguarding concerns, acting as DSL as required.
- Oversee the annual service user satisfaction survey and ensure that compliments are recorded and complaints are investigated in a timely and comprehensive manner, in accordance with organisation policies and procedures.

Health & Safety and Building Safety

- Ensure all services are delivered in a safe environment for members, staff, volunteers and all others affected by our activities, promoting safe working practices and responding promptly to any health and safety issues brought to your attention.



- Support the Chief Officer in adherence to statutory, regulatory and organisational health and safety policies; procedures and practices and through personal example and effective management ensure all staff and volunteers do likewise.
- Plan and deliver any awareness raising; training; drills; inspections and audits considered appropriate and ensure that all administrative records relating to building safety compliance and health and safety matters are being completed and maintained correctly.
- Remain up-to-date with Health and Safety and Building Safety legislation and good practice especially in relation to the adult social care sector.

General

- Take responsibility for continuing personal development in order to enhance knowledge, skills and values needed for safe and effective practice and the achievement of agreed service outcomes and personal appraisal targets.
- Maintain an up-to-date knowledge of the local authority, regulatory and statutory frameworks for Adult Social Care, Learning Disabilities and Day Service Opportunities.
- Support the staff team to ensure that all administrative requirements of the service are maintained in such a way that they are compliant with the commissioning framework; best practice and the organisation's policy and procedures.
- Work flexibly and responsibly as required in support of the Chief Officer and the charity.
- Attend training appropriate to the role and maintain an up-to-date training profile.
- Be responsible for own health and safety and that of anyone else whom your acts and/or omissions may affect.
- At all times promote inclusion and ensure anti-discriminatory practice in all matters in accordance with the organisation's equality and diversity policies.
- Any other duties commensurate with the post.



Person Specification

Essential

- Empathy with our charity objectives
- Health and Social Care Management qualification (ideally Level 4)
- Experience of working with people with Learning Disabilities
- Evidence of continued professional/personal development
- Strong leadership skills and experience in managing people
- Ability to cope with competing demands
- Knowledge and ability to interpret and apply relevant policy, frameworks, service standards, guidelines and evidence bases
- Knowledge of health & safety, building safety legislation and compliance
- Knowledge of safeguarding responsibilities for vulnerable adults and young people

Desirable

- Health and Safety Qualification
- Experience of Building Safety Compliance
- Care Management systems knowledge and experience
- Experience of service quality reviews and undertaking quality assurance audits
- Risk management
- Trained in Safeguarding
- Trained or a willingness to train in First Aid

Personal Attributes

- An effective team player with strong interpersonal skills and a positive approach
- Ability to work as part of a team and on own initiative
- Patience and empathy
- Ability to find solutions to challenges
- Commitment to equality of opportunity for all

*Within this job role the Assurance & Compliance Manager will be working closely with vulnerable adults and therefore the successful candidate will have to complete an **enhanced DBS check**.*

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