

Gaddum

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Quality & Governance Coordinator

Job Description: Quality & Governance Coordinator

Job Title: Quality & Governance Coordinator

Accountable to: Chief Executive & Gaddum Trustee Board

Responsible to: Chief Executive

Reporting to: Head of Operations

Location: Gaddum & other service delivery sites as required

Salary: NJC SP25 £28,785

Working hours: 35 hours per week

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

Job Summary

To ensure Gaddum's Quality & Governance policies, systems and processes are implemented and adhered to in order to:

- Fulfil internal and external contracted requirements of service delivery,
- Meet best practice standards across operations, and
- Comply with statutory requirements.

Job Purpose

The postholder will be responsible for coordinating systems and processes relating to Quality Assurance, Quality Mark accreditation and wider Governance as required by the Senior Management Team and Trustee Board.

This is in relation to Gaddum's Quality & Governance cycle of:

- Capture and collation,
- Review and evaluation, and
- Iterative development and forward planning.

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The postholder will work alongside colleagues to ensure ongoing development of high performing services and environments for all stakeholders.

Main Duties and Responsibilities

To work alongside all Gaddum departments in the following areas:

Quality

- Ensure compliance with all contracted requirements for Quality & Governance,
- Measure organisational compliance against existing quality mark parameters,
- Review, recommend and implement required actions for achievement of higher level award of existing quality mark,
- Support and delivery of training and development opportunities for colleagues, volunteers, students and others in understanding and embedding new systems as agreed in line with Quality & Governance Subcommittee,
- Highlighting gaps and concerns as to the safe delivery of day-to-day services and take a solution focussed approach to resolve issues,
- Work with commissioned partners to ensure consistency in service delivery.

Governance

- Monitoring Compliment, Complaint, Comment and Concerns (4Cs) reports,
- Monitoring Serious and Untoward Incidents (SUI) reports,
- Incorporating recommendations from audits into project plans for discussion at Senior Management Level,
- Ensure adherence to the organisation's Information Governance Framework and associated policies, and
 - Be the organisation's appointed Information Governance Lead; provide training and guidance to all teams, auditing of IG process and Subject Access Requests.
- Work with operational service leads to understand and plan towards meeting deadlines in relation to audits – e.g. NHS commissioned contracts.
- Regular data auditing to ensure data is being recorded and stored securely and appropriately, reporting back any concerns to service managers and the Senior Management Team.
- Capturing demographic data as required by internal and external stakeholders.
- Compiling reports (highlighting thematic trends) for the above areas and submitting to the Senior Management Team for review.

Other

- Work with Health & Safety and Human Resource leads to develop and deliver systems of training, monitoring and review to ensure crossover whilst eliminating duplication of processes across the organisation.
 - Collate information from the Health & Safety and Human Resource leads in order to report to Senior Management Team for review.
- Provide information and support to the Head of Innovation & Development for business development opportunities as required.

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The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.