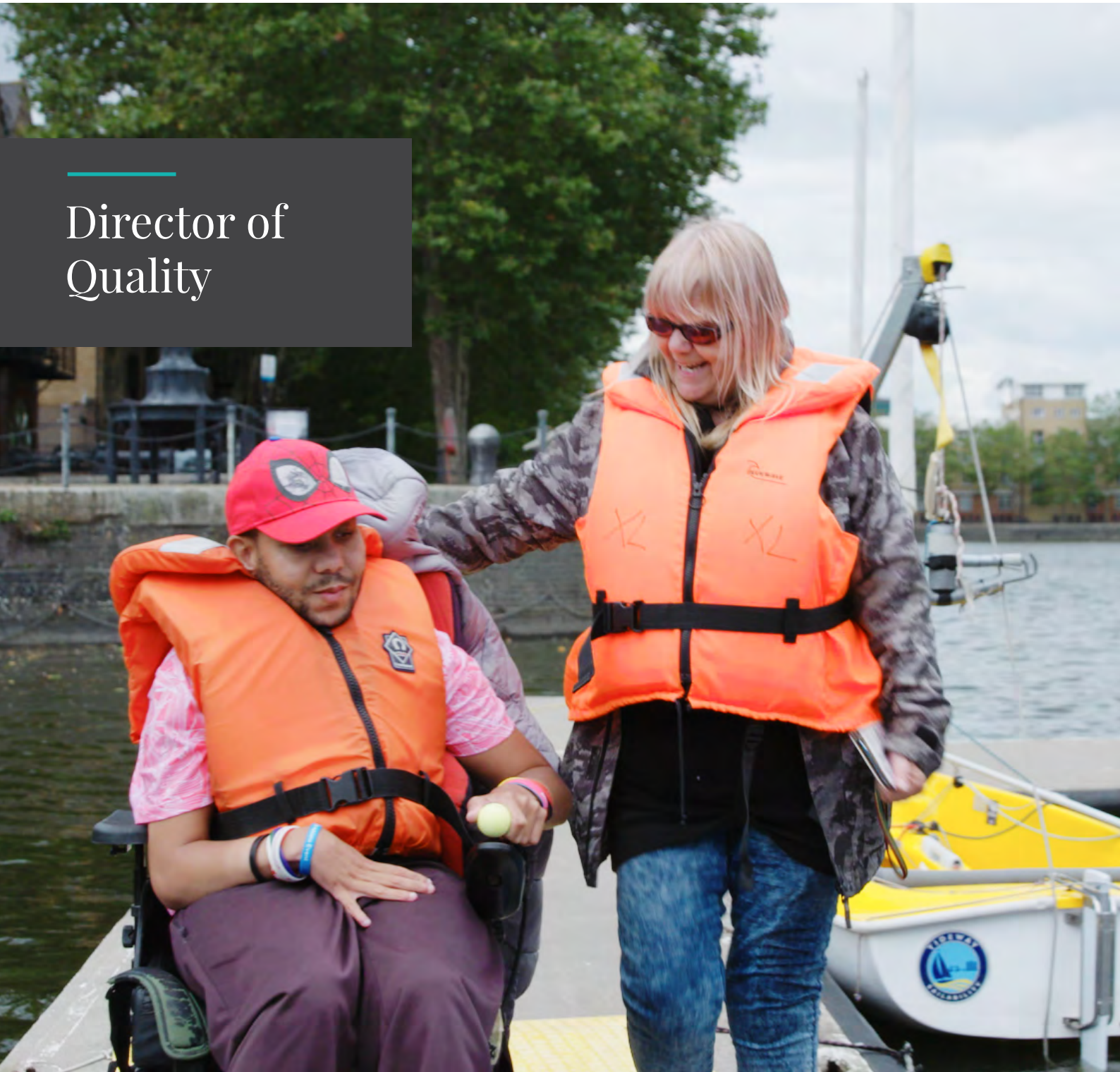


Revitalise

We're the people who create revitalising holidays

Director of
Quality



Welcome

Dear Candidate

Thank you for taking an interest in the role of Director of Quality at Revitalise. This role will be essential to the future success of our growing charity, ensuring that we not only meet our regulatory care requirements, but also demonstrates an industry-wide gold standard that seeks to set a benchmark of excellence in quality.

Revitalise aims to provide a break that feels like a real holiday, offering wonderful hospitality, combined with 24-hour nurse-led care, for people living with a wide range of conditions including MS, cerebral palsy, Parkinson's and dementia, to name a few.

The main alternative to a break with us is a spare bed in a residential care home – yet independent research confirms there are around 540,000 people similar to our current guests and, as the population ages, this number is growing.

As Director of Quality you will be a key member of our leadership team, you will oversee all quality responsibilities for Revitalise and help shape the future strategy of the organisation, working closely with the wider executive and trustees. You will lead on the Quality Strategy to support Revitalise in being an exemplar in providing holiday breaks for our guests and their carers ensuring that, working in conjunction with colleagues, all Revitalise activities across its centres and retail outlets deliver an excellent standard of service to both our holiday guests and to our customers.

The unique nature of our holiday centres means that we provide both clinical and social care through our nursing teams and social care teams, as well as providing a full range of social excursions and activities and a hospitality service. You will support and work closely with our Heads of Care providing clinical expertise to promote and secure outstanding care delivery across all centres that this fully meets the CQC Inspection framework (KLOE) and recognised best practice in nursing and social care. You will work with the Chief Operating Officer to develop operating standards for hospitality and guest relations teams to ensure that our centres demonstrate consistent and high standards of quality so that our guests have a comfortable holiday stay with memorable experiences.

We're looking for a strategic leader, who has up to date knowledge of relevant law surrounding health and social care, as well as relevant CQC guidelines. All of our staff are passionate about ensuring that our guests have the best, and safest, experience at any of our resorts and we expect this individual to champion that across the organisation at all levels. You will be an experienced leader and manager who will challenge the status quo; someone that is not happy accepting the basic standards and constantly strives for improvements.

If you are excited by the challenge of helping us develop and grow our charity and believe you have the skills and commitment to join us on this exciting journey, then I would encourage you to apply. I very much look forward to hearing from you.

With best wishes

Janine Tregelles
Interim Chief Executive



About Revitalise

Revitalise is a national charity providing respite care in a holiday setting for disabled people and carers for over 50 years. Revitalise also offers inspirational opportunities for volunteers through one of the largest and most diverse volunteering programmes of any UK charity.

Revitalise was founded in 1963 as the Winged Fellowship Trust (WFT). In 2004 WFT became Vitalise and in 2014 Vitalise became Revitalise. We currently run three accessible holiday centres in Chigwell in Essex, Southampton and Southport.

Our mission is to enable disabled people in the UK to access essential breaks with care and provide inspirational opportunities for volunteers.

We firmly believe that disabled people should have the same rights, freedoms, responsibilities and quality of life as those without disabilities.

Revitalise is a complex and interesting business, that also happens to be a charitable company. The breadth of activities the company is involved in includes sale of holidays, provision of medical care, management of an extensive volunteer programme, maintenance of hotel properties, and the operation of a chain of charity shops. This variety of commercial activity, together with our extensive charitable fundraising programme and plans for future property acquisition and development, means that there is plenty for an ambitious CFO to get their teeth into.



Job Description

Job title: Director of Quality

Responsible to: Chief Executive

To be the lead adviser for regulatory matters, so a working knowledge of the Health and Social Care Act 2008, Health and Safety at Work Act 1974 and the Care Act 2014 is essential, as is an ability to strategically lead central compliance functions to include health and safety, Safeguarding, compliments and complaints and serious incident reporting.

Our service and activities are delivered through our skilled and committed colleagues and volunteers and as Director of Quality, you will ensure that our teams are supported through effective working arrangements, systems and practices that enable them to deliver highly effective services. Organisational Development is central to our vision and strategy, and you will lead our internal HR resource to promote and achieve the alignment of our colleagues with our organisational aims.

Working closely with the Executive team, you will lead on the development and oversight of assurance frameworks, practice interventions and arrangements to promote and achieve the highest standards of clinical and social care and to ensure compliance with all regulatory requirements.

Specific Responsibilities:

Compliance and Quality improvement

- Lead on development of corporate Quality strategy.
- Ensure operating standards, systems and working arrangements fully meet regulatory and contractual requirements for services and corporate activities.
- Develop and establish a risk-based audit programme to assess compliance and provide assurance on key areas of operational performance.
- Ensure organisational arrangements for the management of health and safety comply with legislative requirements.
- Ensure that there are effective arrangements in place to manage compliments and complaints that comply with regulatory requirements.
- Ensure that there are effective arrangements in place to gather, act on and disseminate guest and carer feedback.
- Lead on the development carer engagement ensuring that there are effective arrangements in place for communication, information and responding to carer feedback or disputes.
- Develop links with wider Health and Social Care providers and other organisations; be an ambassador for Revitalise as a charity.

Regulatory

- Lead on all regulatory matters to include formal liaison with CQC, management of legal processes relating to registration and regulatory compliance.
- Provide advice and support to the Nominated Individual and Registered Managers
- Lead on identification of and escalation of any risks to regulatory compliance to Nominated Individual and CEO.
- Ensure that legislative changes are identified to ensure on-going compliance and that operational policies, systems and practices are up to date.
- Be the organisational point of contact for Local Government Ombudsman for referred complaints.
- Ensure links with regulatory body forums are in place to inform organisational practice.

Job Description

Clinical governance

- Lead on development of operational and clinical policies, reporting systems and practices to guide safe, effective service delivery.
- Lead on the development of an effective guest journey/pathway from referral, assessment and care planning that is consistently demonstrated in each centre.
- Lead on establishing effective arrangements for oversight of clinical practice, qualifications and professional supervision of nursing staff.
- Ensure there are effective arrangements in place for clinical discussions and decisions with Heads of Care and senior nursing colleagues.
- Ensure that operational delivery is guided by current recognised sector best practice.

Safeguarding and Serious Incidents

- Lead on organisational Safeguarding arrangements, ensuring that there are effective policies, procedures, training and reporting arrangements in place to promote and secure the safety and well-being of guests, and to comply with legislative and regulatory requirements.
- Provide advice and support to senior operational colleagues on Safeguarding matters.
- Lead on the identification of and management of serious incidents ensuring that these are escalated, supported and reported appropriately.

Organisational Development

- Lead internal HR resource to ensure that the principles of Organisational Development guide and influence working arrangements, practices and systems to support confident leadership and a positive team culture across activities.

Leadership

- Lead and support team members and be an exemplary role model across the charity.
- Work confidently and effectively as part of the Executive team and within matrix management arrangements.
- Collaborate with colleagues across activities to drive and achieve effective outcomes for people we serve.
- Work within agreed accountability and performance management arrangements.

Governance

- Attendance at Board of Trustee meetings and relevant sub committees.
- Undertake lead Executive function for Quality Committee ensuring that reporting arrangements are in place and working effectively.
- Lead on reporting for committee and Board of Trustees to include production of quality and compliance data reporting and annual and themed reports.
- Ensure escalation of serious incident to CEO and producing briefing notes and updates as required.
- Lead on production of information for both statutory reporting and notifications to Charity Commission.

Person Specification

Knowledge and Experience

Essential

- Significant strategic leadership of quality improvement and governance in a health and social care context.
- Demonstrable leadership and management skills in a Clinical Care environment with experience of working as part of multi-disciplinary senior management team and, ideally, with a Board or sub-committee/group.
- Up to date working knowledge of the Health and Social Care Act 2008, regulations and CQC Key Lines of Enquiry.
- Awareness and a practical understanding of Care Act 2014 and Health and Safety at Work Act 1974.
- Knowledge of Safeguarding Vulnerable Adults.
- Knowledge of adult social care and conditions associated with cognitive impairment (dementia, learning disability).

Desirable

- Knowledge of Charity sector regulations.
- Training delivery experience.
- To have worked with people with physical disabilities is an advantage.

Skills and Leadership Style

- Strong team worker, both as part of the Senior Management Team led by the Chief Executive and as leader of the Finance, People, IT and Procurement Teams.
- Organised and disciplined approach with strong prioritisation skills and the ability to work and deliver under time pressures.
- Strategic thinker, able to understand the big picture, prioritise effectively and take decisions in the long-term interests of Revitalise. Strong commercial acumen and common-sense approach.
- Excellent communication skills, able to present complex information to diverse audiences in a clear and succinct manner.
- Strong negotiating skills; able to persuade and influence colleagues and key stakeholders at all levels.
- Able to solve problems with confident and effective decision-making skills.
- Resilience and able to hold relationships under pressure.
- Passionate and committed to continuous improvement; working with fellow managers and teams to achieve excellent results.
- Committed to the Revitalise values; Determined, Imaginative, Caring and Encouraging.

Other

- Understanding of how the principles of Equality and Diversity are applied to the workplace.
- To be willing to occasionally work additional/unsociable hours to get the job done.



Terms of Appointment

Salary	This role attracts a competitive package. Starting salary will be dependent on experience.
Location	Business Design Centre (BDC), Islington, London (with frequent national travel required).
Pension	Contributory pension scheme (employer contribution up to 4%).
Annual leave	23 days, rising one day per year after two years' service to a maximum of five extra days.



How to Apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Katy.Giddens@starfishsearch.com or Mark.Crowley@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/revitalise-director-quality/> and click on the apply now button, with the following prepared:

- your CV (no more than three sides)
- a supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria.
- we would be grateful if you would also tell us your current salary details (we do not disclose this to our clients without your consent).

Closing date Monday 13th April 2020

First round interviews w/c 20th April 2020

Agreement of the final shortlist End of w/c 27th April 2020

References taken up for shortlisted candidates To follow shortlist candidates

Interviews with Revitalise w/c 11th May 2020



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for disabled people and carers.

