

Quality Assurance Director Team Fostering

Job Description

Contract Status:	Permanent Full Time - 37.5 hours per week
Salary banding:	£TBC
Location:	Agency-wide role with travel across all office bases as required
Reports to:	CEO
Responsible for:	Training Manager, Independent Review Officers, Recruitment (Quality Assurance) Manager

Job Purpose

The Quality Assurance Director is a senior manager in the agency and will be responsible for enhancing the delivery of a first-class fostering service by designing and implementing effective systems, fostering a culture of continuous improvement, championing new initiatives and driving the company's quality initiatives across services. The role includes leading on quality assurance, safeguarding, policy development, training, and compliance functions, as well as acting as the Designated Complaints Officer and the second Agency Decision Maker (ADM).

Key Responsibilities

Quality Assurance & Policy Development

- Contribute to the development and maintenance of a high-quality fostering service.
- Ensure staff and foster carer policies and procedures are updated, implemented effectively, and comply with UK legislation and National Minimum Standards.
- Lead the development and monitoring of all agency staff and foster care policies, and organised activities, ensuring regular monitoring, reviews, and updates.
- Oversee updates to the agency's Statement of Purpose, ensuring compliance with relevant authorities and publication on the agency's website.
- Conduct quality assurance on Regulation 35 Quality of Care review reports prior to submission to the Board and Ofsted.
- Ensure robust policies and procedures are in place and reviewed regularly to maintain compliance.
- Work in partnership with the **Director of Fostering Services and Responsible Individual** to ensure **ongoing preparedness for OFSTED inspections** and the

continuous maintenance of **comprehensive agency evidence** to support regulatory compliance

- Design and execute a comprehensive quality assurance strategy that aligns with the agencies business objectives which establishes the company's quality procedures and standards
- Oversee all aspects of quality control/ quality assurance throughout the organisation.
- Work with the CEO to understand identify key priorities within the organisation
- Identify, document and track defects and solutions and monitor to ensure improvements
- Act as a liaison between business areas ensuring effective communication, and promoting a culture of quality throughout the organisation

Performance Monitoring & Compliance

- Collaborate with the Director for Fostering Services to design and implement systems for recording and monitoring performance across the agency.
- Evaluate the agency's performance against key objectives and government/local authority performance frameworks.
- In partnership with the Director of Fostering Services, undertake regular monitoring and review of Schedule 6 and 7 events, highlighting learning from significant events and ensuring they are embedded in training, policy, and procedures.
- Conduct internal audits, policy reviews, and service evaluations to identify areas for improvement and implement necessary quality assurance processes.
- Lead compliance reviews for Local Authority contractual obligations.

Training & Development

- Line manages the Training Manager, ensuring foster carer training is compliant, up-to-date, and reflective of current legislation and trends and is continually monitored and relevant data provided to the relevant managers.
- Ensure that learning from significant events and safeguarding reviews is embedded into training, policies, procedures, and team meetings.

Safeguarding & Standards

- Facilitate and coordinate all Safeguarding and Standards meetings, acting as Vice Chair, ensuring that learning from significant events is shared across the agency and embedded in practice.
- Supervise Independent Review Officers, ensuring that their audits and findings are actioned effectively practice is of a consistent high quality.
- Prepare quarterly safeguarding newsletters, incorporating case studies, NSPCC reviews, and sector insights.

Complaints & Regulatory Compliance

- Act as the Designated Complaints Officer, overseeing all agency complaints and ensuring compliance with statutory and regulatory requirements.
- Implement, Analyse and report on staff and carer surveys, recommending improvement areas to senior leadership team.
- Ensure robust complaint management and resolution processes, embedding learning into policy and training.
- Oversee the quality assurance on of Reg 35 report submissions.
- Provide quality assurance oversight for acquisitions and new service developments, ensuring new services meet regulatory and agency standards.

Additional Responsibilities

- Support acquisitions and new service developments by leading quality assurance efforts.
- Contribute to the agency's continuous improvement cycle and overall strategic planning.
- Monitor service performance across all areas of the agency, identifying areas for improvement, and implement quality assurance measures.
- Collaborate across all agency departments to design and implement effective performance monitoring systems.
- Attend Senior Management Groups, Board meetings, and external forums as required.
- Lead on individual projects as required