

## Post Specification

<b>Date</b>	<b>September 2023</b>
<b>PG Number</b>	<b>7978</b>
<b>Post Title</b>	<b>Programme Manager – CQC Readiness</b>
<b>Job Family</b>	<b>Organisational Support</b>
<b>Job Family Role Profile</b>	<b>OS18ii</b>
<b>Final Grade</b>	<b>Grade 18</b>

To be read in conjunction with the job family role profile

<p><b>Service Area description</b></p> <p>Working to the Assistant Director of Adult Social Care, Quality Resources and Transformation.</p> <p>To work within the ASC directorate as the senior manager responsible for the the Council's preparation for Care Quality Commission (CQC) Assurance Framework inspection.</p>
<p><b>Purpose of this post</b></p> <p>To lead the strategic improvement programme across ASC specifically to ensure the readiness for CQC inspection visit(s) and to ensure that all processes, systems, data, governance, reporting and evidential documentation is in place.</p> <p>To take overall responsibility for planning, control, leadership and delivery of the organisational support for the independent, regulatory and statutory services for Adults.</p> <p>To ensure consistency of objectives for CQC Assurance process and ASC's Promoting Independence Programme</p>
<p><b>Key job specific accountabilities</b></p> <ol style="list-style-type: none"> <li>1. To work closely with ASC leadership, other Council directorates, independent service providers, NHS partners and the Director for Adult Social Care to develop and implement a timely CQC Assurance Framework Readiness programme in conjunction with the ASC Promoting Independence Programme, ensuring consistency in outcomes, ambitions and plans</li> <li>2. To develop and oversee regulatory inspection and review readiness across ASC. Liaising with Government Inspectorates and Departments to ensure Westmorland and Furness is always ready for external review and validation.</li> <li>3. Lead the development of Self-Assessments and Improvement Plans in response to sector-led improvement, reviews and inspection for ASC.</li> <li>4. Provide leadership and direction for the support team including project managers and operational service specialists to ensure that the team and the Directorate meets the plan outputs, deliverables and timelines..</li> <li>5. Oversee, challenge and analyse progress with responsibility for managing continual improvement, focussing on providing high quality services, improving practice and overall outcomes for the people of Westmorland and Furness.</li> </ol>

6. Lead the inspection response process for CQC inspection visit(s) and to ensure that all processes, systems, data , governance, reporting and evidence is in place, documented and accessible for inspection.
7. To support the connection between CQC Assurance Framework and delivering against statutory requirement, regular quality assurance and a framework for continuous improvement of Adult Social Care services through the ASC Promoting Independence Programme.
8. To provide effective leadership to ensure that prepared evidence, data and plans meet statutory requirements with regard to CQC Assurance Framework, including inspection process logistics, communications and engagement of partners, providers
9. To be responsible for the budget, staffing and resources within the programme.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsibility for Allocated programme budget</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Delegated management responsibility for teams over a wide area during programme and engagement work.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

- Degree and/or relevant professional qualification and/or equivalent recent and relevant experience in the areas of Health or Adult Social Care, or considerable experience and understanding of the work of Adult Social Care Directorates
- Extensive management experience in a large, complex organisation preferably in a social care (adults and/or children).
- Significant experience of leading, inspiring and delivering a continuous improvement culture and achieving significant change programmes.
- Substantial knowledge of CQC Assurance Framework requirements
- Excellent organisational and planning skills
- Excellent understanding of governance and democratic processes
- Problem solving and solution focused approach
- Excellent interpersonal skills, with experience of working with managers and partners at all levels
- Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service. Ability to influence
- Change management experience
- Excellent presentation and report skills
- Experience of managing in a political environment

**Disclosure and Barring Service – DBS Checks**

- DBS Enhanced Check

**Job working circumstances**

<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• none</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• none</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• none</li> </ul>

**Other Factors**

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