

 <b>WOKINGHAM BOROUGH COUNCIL</b>		<h2 style="text-align: center;">Job Description</h2>		Job Reference	
Job Title				Care Quality Specialist	
Service		Safeguarding and Care Governance	Team	Care Quality and Care Governance Team	
Location		Hybrid/home/office/on site			
Reports to		Care Quality and Care Governance Team Manager			
Responsible for		NA			
Grade		Type of position:		Date	
8		Permanent Full Time		March 2025	
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>					
<b><u>Service Purpose</u></b>					
<p>To dynamically assess the care quality of providers within the Borough and proactively working with them to promote what 'good quality' looks like. Operating under the care governance framework to ensure a timely response to quality concerns and working closely with colleagues in the Adult Safeguarding Hub (ASH) and Deprivation of Liberty Safeguards (DoLs) teams.</p>					
<b><u>Purpose of the role</u></b>					
<p>The Care Quality Specialist will work within the relevant frameworks, guidance, policies, and procedures to undertake care quality assessments and reviews, support planning with providers to promoting good quality care practice. They will be using a Human Rights approach considering positive risk enablement and equality, diversity and inclusion within their reviews.</p> <p>To support providers to identify their own development needs and actions plans required. To liaise closely with colleagues in the Safeguarding and Care Governance service and other professionals/agencies as required.</p>					
<b><u>Main Accountabilities</u></b>					
1	To undertake the contribution to and development of the Intelligence log – to effectively load, interpret and interrogate information to support decision making and aid transparency of information, shared as appropriate.				
2	To undertake site visits on provider premises to assess the quality of the care provision leading where appropriate.				
3	Undertake effective report writing, to observe, analyse and conclude for recommendations and decision making via the Care Governance Board. To work collaboratively with providers and other				

	stakeholders to gather information for the purpose of assessing and reviewing the care quality.
4	Supporting the development and delivery of opportunities for improving local care services using working knowledge of care quality and the legislative frameworks surrounding care providers
5	To contribute to the professional development of less experienced workers, and where appropriate of students, by means of mentoring/coaching and shadowing.
6	To effectively manage time, priorities, workload, and conflicting pressures and escalate if appropriate.
7	To proactively engage in relevant meetings and 1:1's and contribute to the development of the service.
8	To develop and maintain an understanding of legislation, policy, procedure, and guidance relevant to the role and to apply these to all work undertaken.
9	To have an awareness of the CQC rating of providers within the Borough
10	To establish professional relationships with relevant stakeholders including voluntary services to enable collaborative multiagency working, exploration of new innovative ways of working, and encourage an open and transparent dialogue.
11	To contribute to provider events and training, organising, and presenting. To support the maintenance of the Provider SharePoint Hub.
12	To have awareness of social, political, and financial environment that the council operates within and appropriately respond to this.
13	This is not an exhaustive list, and the post holder will be required to carry out other tasks that appropriate to the grade of the post and their level of competence and confidence.
<b>Supervision Received</b>	Monthly portfolio supervision with the Team Manager
<b>Supervision Given</b>	No formal supervisory responsibilities but contribute to the professional development of less experienced workers by means of mentoring/coaching and shadowing.
<b>Contacts &amp; Working Relationships</b>	Adult Social Care Teams, other council services, Care Providers, Commissioning teams, colleagues in Health, CQC.
<b>Management of resources or budget</b>	NA
<b>Special Factors</b>	<p>Ability to travel to a variety of locations in the borough, to be flexible in time required for on-site reviews. Enhanced DBS check required.</p> <ul style="list-style-type: none"> <li>– Lone working – will be required to work alone in provider settings.</li> <li>– Enhanced DBS check required.</li> </ul>
<b><u>Organisation Chart</u></b>	

Service Manager - Safeguarding, Quality & Governance

Care Quality and Care  
Governance Team  
Manager

Care Quality Specialist (1)

Care Quality Support Officer (1)

Team Administrator

**Person Specification**

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to A-Level or equivalent	E	
Access course in Health or Social-Care		D
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Ability to use standard Microsoft programs and to learn specialist systems, (Mosaic Atamis and SharePoint) as required	E	
Ability to work under pressure and maintain professional composure	E	
Ability to relate to individuals from a diverse range of social, economic, and cultural backgrounds	E	
Ability to communicate well and work collaboratively with team member, providers and other stake holders	E	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
CQC Regulatory Framework	E	
Care Quality Frameworks	E	
Applied knowledge of confidentiality and data protection legislation.	E	
Awareness of the principles of safeguarding	E	
Good working knowledge of adult social care frameworks and Acts.	E	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Report writing	E	
Experience in a social care or health care environment.	E	
Experience of working with vulnerable adults	E	
Experience of managing risk in a social care or health setting		D
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Ability to travel around the Borough as required	E	
<b>Completed by:</b>	Rebecca Berry	<b>Date:</b> March 2025