

# Job Description

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Quality Manager (Clinical)

## Job Description

<b>Position</b>	<b>Quality Manager (Clinical)</b>
<b>Reporting to</b>	<b>Quality Director</b>
<b>Responsible for</b>	<b>N/A</b>

<b>Job Context</b>	<p>Avante Care &amp; Support is a leading provider of high quality residential and homecare for older people in Kent and South East London. We are a not for profit organisation and re-invest in our services enabling 'Communities where everyone has a vibrant and fulfilling life'.</p> <p>This is an exciting opportunity for an enthusiastic individual to join our Quality team as a nurse-qualified Quality Manager.</p> <p>The Quality department plays a pivotal role of managing key projects, leading on innovation and learning and development, and ensuring that the quality of care provided is in line with regulatory and organisational requirements</p>
<b>Job Location</b>	<p>There is a requirement for the post holder to be located within a service or at Head Office 3 days a week with the option to work from home 2 days per week. This is dependant on the needs of the business including the internal inspection cycle.</p>
<b>Job Summary</b>	<p>The Quality Manager (Registered Nurse) will provide expert clinical leadership, professional guidance and robust assurance to operational managers and clinical teams to ensure safe, effective and consistently high-quality care across Avante. The role will lead on clinical governance, quality assurance and continuous improvement, ensuring practice aligns with regulatory standards, statutory requirements and organisational strategy, while proactively identifying and mitigating clinical risk.</p>

### Main Responsibilities:

- Provide expert clinical advice, leadership and assurance to operational and service management teams to achieve and sustain regulatory compliance and improved clinical outcomes across all services.
- Work in partnership with Home Managers to coach, develop and professionally support Deputy Clinical Managers and Registered Nurses to deliver consistently high standards of nursing care and resident outcomes.
- Lead the clinical quality response to all internal audits, external inspections and regulatory activity, working with operational colleagues to develop, implement and monitor robust improvement plans.
- Act as a clinical ambassador for Avante, building effective relationships with external healthcare professionals and internal stakeholders, and leading the delivery of clinical quality training and education.
- Contribute as a core member of the Quality Team, providing professional nursing input into the development, implementation and evaluation of clinical and care strategies.
- Design, implement and continuously review quality assurance systems, audit programmes and governance processes to ensure they remain effective, proportionate and risk-based.
- Analyse clinical quality performance using KPIs, QPIs and other intelligence to identify risk, themes and emerging concerns, escalating appropriately and driving improvement.
- Ensure clinical policies, procedures and guidance are current, evidence-based, and aligned with legislation, regulatory requirements and best practice.
- Maintain oversight of NMC compliance, ensuring robust systems are in place for nurse revalidation, competency assessment, supervision and professional development.
- Undertake service-level quality reviews to assess the effectiveness of clinical delivery, supporting managers to implement and sustain improvement through structured audit and compliance programmes.
- Maintain up-to-date knowledge of national guidance, professional standards and emerging best practice, supporting their effective introduction and embedding across services.
- Promote a culture of continuous improvement, learning and openness through effective use of data, reporting, shared learning and innovation.
- Work collaboratively with colleagues across all disciplines within Avante and external agencies to develop and sustain best practice, role modelling our company values at all times and raising the profile of Avante.

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### Please note

From time to time your manager may ask you to undertake reasonable tasks not stated within this role profile but commensurate with your position. Avante Care & Support also reserves the right to review and update this profile to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.

### Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> <li>Registered Nurse with current NMC registration and evidence of continued professional development</li> </ul>	<ul style="list-style-type: none"> <li>NVQ/QCF Level 5 Management in Health &amp; Social Care</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Proven experience within residential nursing settings within the same or similar role</li> </ul>	<ul style="list-style-type: none"> <li>Strong experience as a Registered Manager in a nursing care home</li> <li>Exposure to CQC inspections</li> </ul>
Skills/Competencies	<ul style="list-style-type: none"> <li>Excellent leadership and management skills, with the ability to inspire and motivate teams towards a common goal</li> <li>Ability to work autonomously, and to make independent decisions on concurrent and overlapping tasks</li> <li>Proficiency in using technology and data analysis tools to support care quality and innovation initiatives</li> <li>Ability to prioritise and manage multiple initiatives simultaneously</li> <li>Excellent communication, presentation and interpersonal skills</li> <li>Excellent analytical and problem-solving skills abilities to analyse and interpret statutory frameworks.</li> </ul>	<ul style="list-style-type: none"> <li>Competent in using Nourish for care planning and risk assessing</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Knowledge of implementing effective quality assurance and performance management systems.</li> <li>In-depth knowledge of continuous Improvement processes.</li> <li>Knowledge of Care Quality Commission regulation and standards.</li> <li>A clear understanding of the NMC Code of Practice.</li> <li>Good knowledge of dementia conditions and how to provide effective support to those with dementia, their relatives and employees.</li> </ul>	
Qualities	<ul style="list-style-type: none"> <li>A customer-oriented and collaborative individual who demonstrates Avante's SPARKLE values</li> <li>A credible change agent who can challenge and influence key stakeholders both inside and outside the organisation</li> <li>Data driven with the ability to interpret information from trends and results</li> <li>Systematic, process-driven and pays good attention to details</li> </ul>	

Please note: This is an essential car user position and the role is subject to an enhanced Disclosure Barring Check

## Continuing Professional Development (CPD)

Requirement	Example
Participation in relevant external networks and events	National Care Forum, Skills for Care
Ongoing CPD	Nursing revalidation portfolio