

## Quality and Best Practice Coordinator

<b>Location:</b>	11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway
<b>Contract Details:</b>	Full-time, Permanent Contract, 37 hours per week
<b>What we offer:</b>	<ul style="list-style-type: none"> <li>• 25 Days Annual Leave</li> <li>• Employee Pension Scheme</li> <li>• Employee Assistance Program</li> <li>• Bike to Work Scheme</li> <li>• Education Assistance Program – financial support for upskilling/qualifications</li> <li>• Death in Service benefit – 2 times annual salary</li> </ul>
<b>Job Purpose:</b>	Manage the design, implementation, monitoring and review of a quality improvement programme ensuring Galway Simon Community services are in line with best practice standards in the sector.
<b>Main duties &amp; Responsibilities:</b>	<p><b><u>Quality</u></b></p> <ul style="list-style-type: none"> <li>• Manage the implementation plan to ensure compliance with the National Quality Standards Framework for homeless services</li> <li>• Review and implement an audit and evaluation schedule.</li> <li>• Issue a report on findings from any audits/evaluations and implement corrective actions to ensure service delivery is enhanced.</li> <li>• Review and input into the process for capturing client feedback/satisfaction with services ensuring information gathered is responded to and that trends are tracked and analysed to inform service improvement initiatives.</li> <li>• Work with HR to ensure that the induction and on boarding process of new staff includes a systematic approach to supporting staff have a commitment to the highest possible standards in the work of Galway Simon Community.</li> <li>• Act as the Complaints Officer for the Organisation.</li> </ul> <p><b><u>Data Management</u></b></p> <ul style="list-style-type: none"> <li>• Work with services and senior management to agree key performance indicators for services and develop an annual reporting process to inform practice and service planning.</li> <li>• Maximise the use of PASSand the CRM System (Inform) to enhance recording and reporting on key aspects of service delivery</li> <li>• Complete monitoring returns to Local Authority</li> </ul> <p><b><u>Practice</u></b></p> <ul style="list-style-type: none"> <li>• Develop and implement policies and procedures as required</li> </ul>

- Co-ordinate the organisations policy development and review schedule and ensure all policies are complete as required
- Ensure service policies and procedures are in line with best practice / standards / legislation.
- Co-ordinate any monitoring/reporting arising from the implementation of core service delivery standards.
- Represent/attend external groups and forums on behalf of Galway Simon Community and feedback to the organisation on sectoral developments and initiatives for action, developing plans to do so where appropriate.
- Attend relevant groups as a representative of the services management team providing input as appropriate on developments and identifying interdependencies for action between projects/initiatives.

#### **Health and Safety**

- Ensure that Galway Simon Community carries out it's Health and Safety responsibilities to the highest standards whilst delivering services in a safe manner.
- Ensure that Service Managers and Staff understand and implement health and safety policies in line with legislation.
- Monitor ViClarity system and initiate actions to relevant staff.
- Act as Deputy Fire Warden and First Aid person as required.
- Contribute to ensuring a safe, healthy and secure environment for all employees, clients and visitors within services and all other GSC properties.
- Support all Teams to manage Risks within their Services, and evidence steps taken to review and mitigate risk.

#### **GDPR**

- Act as the Data Protection Officer for Galway Simon Community.
- Review existing processes to ensure compliance with data protection legislation and implementing updates as necessary.
- Manage and log the organisation's data protection and any breaches of same.
- Promote data protection awareness by ensuring training is completed by all staff throughout the organisation.
- Provide information and guidance to staff on the collection and processing of personal data.

#### **Other**

- To represent Galway Simon Community at meetings conferences, seminars and other events.
- To project a positive image of the Galway Simon Community at all times.
- To maintain confidentiality on all matters relating to clients, ex-clients and general Galway Simon Community business.
- To adhere to all Galway Simon Community Policies and Procedures.

	<ul style="list-style-type: none"> <li>• Ensure effective communication through a range of means, with staff and clients.</li> <li>• Any other duties as may be from time to time requested by management.</li> </ul> <p>This Job Description is intended to indicate the broad range of responsibilities and requirements of the position. It is neither exhaustive nor exclusive but while some variation can be expected in particular duties, as the position evolves, the outline is considered to provide a reasonable general description of the position.</p>
<b>Person Specification:</b>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• BSC Quality Management; Social Care or equivalent</li> <li>• Minimum 2 years' experience of leading out on quality, safety and assurance in a Social Care Setting or equivalent</li> <li>• Familiarity with Safer Better Healthcare &amp; NQSF.</li> <li>• The ability to establish policy, systems and structures for the management of service delivery in consultation with key stakeholders.</li> <li>• The ability to continually monitor and review current working practices and make best use of resources to improve organisational results for continuous improvement purposes.</li> <li>• Highly developed oral, written, presentation and leadership skills.</li> <li>• Experience of leading and effectively managing change and implementing continuous improvement processes with multiple stakeholders.</li> <li>• Full clean driving license and access to own car</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Data analysis and management skills and experience</li> <li>• Supervisory experience</li> <li>• Health &amp; Safety qualification</li> <li>• Internal Auditor qualification</li> <li>• Experience in Project Design &amp; Management</li> <li>• Strong root cause analysis and problem-solving techniques.</li> <li>• Effective research and report writing skills</li> </ul>
<b>To apply:</b>	<p>All applicants should submit a CV to <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a>, by <b>5pm on closing date on 18<sup>th</sup> August 2024</b></p> <p>If you have any questions in relation to this position, please contact the HR department via email <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a></p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	