** Job Description**

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| **Job Title:** | **Quality Co-Ordinator** |
| **Reporting to:** | **Quality Manager** |
| **Working Hours:** | **35 hours per week –( part time, job share, secondment considered)** |
| **Salary Range** | **£27,741 – 29,577 per annum plus pension** |
| **Type / Duration:** | **31st March 2022 with likely extension** |
| **Special Circumstances:** | * Ability to be flexible and adaptable - additional hours may be necessary to meet the demands of the post (including on occasion evenings and weekends) as appropriate and/or travel within the UK (or ROI as required). |

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| **Job Purpose**  To work with the team to evolve quality standards, initiatives and procedures and ensure their consistent implementation within Advice NI and across the advice network against agreed KPIs. |

**Key Responsibilities**

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| **Strategy and Direction** | **Help ensure the delivery of the operational implementation of the strategic plan in line with agreed outcomes.**   * Contribute (as appropriate) to the development of the strategic plan and support the implementation of the operational plan. * Provide subject matter expertise, information and/or advice for areas under remit to enable effective decision making. |
| **Represent the Organisation** | **Represent the organisation.**   * Act as an ambassador and professionally represent the organisation at appropriate external national and local forums (our members, governments departments/funders etc) and co-operate with other relevant agencies as may be required. |
| **Provide Leadership** | **Support in the leadership and functional delivery of the team; engaging, supporting and motivating colleagues to achieve success.**   * Assist in promoting a culture that demonstrates the values at all times and personally adhere to same, adopting a professional approach at all times. * Be accountable for your own performance in line with a high-performance culture and participate effectively in performance and development reviews. * Assist in promoting communication, teamwork, engagement and management of change. * Support other colleagues, building strong and productive working relationships with internal and external stakeholders to promote the organisation. |
| **Service Delivery and Membership Support** | **Assist in ensuring the effective and efficient service delivery in line with agreed outcomes by yourself and others.**   * Work closely with the Quality Team and assist the Quality Manager in ensuring the organisation continues to meet requirements against the NIAQS (Northern Ireland Advice Quality Standard); in particular in relation to Welfare Reform advice and/or any other frameworks to promote the brand and reputation of the organisation. * Support members to achieve and retain minimum quality of advice service standards across the independent advice network, and in line with organisational requirements including the identification and dissemination of information and guidance to members on quality matters. * Assist in ensuring the development, evolution and maintenance of all quality assurance processes. * Act as the Internal Verifier (IV) for members and for Advice NI services; uploading and checking documentation and undertaking site visits as required for verification including adherence to disability and other equality related matters. * Co-ordinate and provide assistance in relation to External verifier (EV) processes. * Report any issues that may compromise quality standards /place the project at reputational or other substantial risk. * Co-ordinate, monitor and track recommendations/corrective actions for verification processes and ensure they are done in a timely manner. * Liaise with data co-ordinator in relation to quality processes and be aware of the impact of GDPR’s implications for the advice network and take action as appropriate. * Consult with parties to agree and implement consistent mechanisms and requirements for case recording. * Assist in the evolution, development and implementation of opportunities to streamline and consolidate Advice related standards. * Support the Manager to engage with key stakeholders in relation to the quality standard and effectiveness of independent advice services. * Continually review and develop, on an ongoing basis, of appropriate tools for the independent advice network to enable them to achieve the relevant agreed standards, including supporting documentation, processes and the online portal. * Help to design and / or deliver training and workshops in response to identified quality support needs within the network. |
| **Budgets, Financial Control and Reporting** | **Support in the managing of resources effectively and efficiently.**   * Assist in the identification, preparation and submission of applications to ensure appropriate sources of funding to meet the current and long-term sustainability needs of the organisation. * Adhere to procurement policies and processes. * Monitor and control activities against budget as may be allocated. * Produce regular progress reports and other statistical data regarding the function’s performance against agreed plans and internal targets, contracts and SLA’s/funder requirements including financial/non-financial outcomes. * Assist in ensuring that the organisation’s resources (human, physical and financial) are utilised as effectively and efficiently as possible. |
| **Quality and Compliance** | **Ensure quality standards and compliance in line with legislation and regulations.**   * Assist in ensuring the department adheres to all organisational operational and people related policies and procedures including Equal Opportunities to ensure compliance to legal obligations and management of risk for the areas under your remit. * Participate fully and support regular quality and other internal verification processes to ensure compliance to and maintenance of relevant quality standards and to promote the brand and reputation of the organisation. * Personally, review own work to ensure appropriate quality and compliance standards are met. * Effectively deal with complaints and issues to ensure their resolution or escalate as appropriate. * Keep abreast of policy developments and/or other issues which have the potential to influence or impact the organisation. * Assist in ensuring adherence to confidentiality, security and GDPR including access to records and other legal obligations. * Assist to drive a continuous service improvement culture in line with efficiency and effectiveness and best practice approaches across the organisation. * Their own training development |
| **Health and Safety** | **Wellbeing, Health and Safety.**   * Help to promote wellbeing and support interventions for employees in line with organisational need. * Help assist in ensuring the effective management and adherence to all health and safety regulations applicable to the working environment and adhere to same, ensuring any issues are resolved and/or brought immediately to the attention of management. |
| **Other** | * The post holder is expected to be flexible and undertake other duties within reason and competence as may be required due to changing priorities or circumstances. * ***This job description may be subject to change in line with the changing needs and demands of the organisation.*** |

**Quality Co-ordinator**

**Job Specification**

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|  | **Essential** | **Desirable** |
| **Education** | Completed a generalist advice qualification e.g. Advice NI’s Adviser NI, Citizens Advice ATP Programme, Law Centre Welfare Rights Adviser Programme or demonstrably equivalent level of training. | Third level or degree standard  NIAQS Case recording and quality of advice audit training |
| **Experience** | A track record of providing generalist welfare advice to the public for 3 years within the last 5 years  Experience of delivering training or presentations | Demonstrated experience of  co-ordinating events / activities  Experience of organising training events/workshops  Experience of design and /or implementation of quality assurance for an organisation  Working in partnership with other agencies and volunteers    Experience of advice case checking |
| **Skills** | Excellent interpersonal and communication skills.  Excellent analytical skills for auditing work.  Evidence of ability to understand and relay complex information and legislation  Ability to manage change and deal with conflicting interests effectively and sensitively  Ability to prioritise own workload and to use initiative regarding the organisation of advice in the Advice Centre  Ability to research information and report writing skills  Evidence of good digital skills e.g. Zoom, Microsoft Office, Excel, Powerpoint, Online Safety, etc. | Use of computerised case recording system  Proficient in Advice Pro case recording system |
| **Knowledge/**  **values** | Understanding of current advice issues  Sound knowledge of advice processes  Ability to work on own initiative and as part of a small flexible team and share knowledge  Have a commitment to the aims and principles of the project, e.g. equality, diversity and inclusion.  An understanding of and commitment to data protection, safeguarding and confidentiality issues. | Knowledge of the quality standards within the advice sector  Sound knowledge of the voluntary / community sector in Northern Ireland |
| **Personal attributes** | Flexible approach to working hours.  Friendly and approachable manner.  Ability to work under pressure and to strict deadlines.  Accuracy and attention to detail. |  |
| **Other** | Commitment to learning and development in a supportive environment. |  |