


QUALITY ASSURANCE OFFICER

<p>TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.</p>	
<p>TGP Cymru Department: Head Office</p>	
<p>Responsible to: Director of Advocacy Services</p>	
<p>Location: tbc</p>	
<p>Purpose of role:</p> <p>Quality Assure TGP Cymru’s Advocacy Services</p>	
<p>Accountabilities / Responsibilities</p> <ul style="list-style-type: none"> • Coordinate and collect feedback from children and young people across TGP Cymru’s regional advocacy services • Collate feedback received both regionally and nationally, to support with completion of quarterly reports • Liaising with team managers regarding feedback collated highlighting any good practice/ concerns • Organise and facilitate regional focus groups with children and young people in order to quality assure services delivered and identify areas of improvement • Undertake an annual survey of children and young people who have used the service in order to review and improve services delivered • Engage with service commissioners and staff in order to obtain feedback and identify areas for improved service delivery • Undertake quality assurance checks of TGP Cymru’s case management system • Undertake quality assurance checks of service delivery • Analyse data gathered to identify areas for improvement in the quality system • Prepare reports to communicate outcomes of quality activities • Support the Director of Advocacy Services to compile and monitor progress against improvement plans • Identify training needs and organise training interventions to meet quality standards • Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade. 	
<p>Performance Indicators</p> <ul style="list-style-type: none"> • Responsible for the delivery of key performance indicators and standards of practice. • Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements. 	

<ul style="list-style-type: none"> • Achievement of service and individual objectives and targets.
Line management responsibility (as of 01.04.21): None
Budget management responsibility (as of 01.04.21): None
Grade: MS3
Working conditions: 15 hours per week with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training. Travel to various locations across Wales and the UK is also required.
QUALIFICATIONS <ul style="list-style-type: none"> • GCSE/O Level standard of education including English & Maths.
Skills and abilities / competencies The post holder will be able to: <ul style="list-style-type: none"> • Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes • Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • Plan and organise work and manage time effectively • Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listen actively and ensure information is shared. • Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations • Seek opportunities for continuous learning and professional growth. • Use Microsoft Office products including office 365.
Knowledge / Experience The postholder will be able to demonstrate a sound understanding and record of achievement in the following: <ul style="list-style-type: none"> • Use of Office 365 • Working with children and young people • Working with others in a professional environment • Planning, coordinating and delivering on pieces of work • Working independently.
Other

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable)