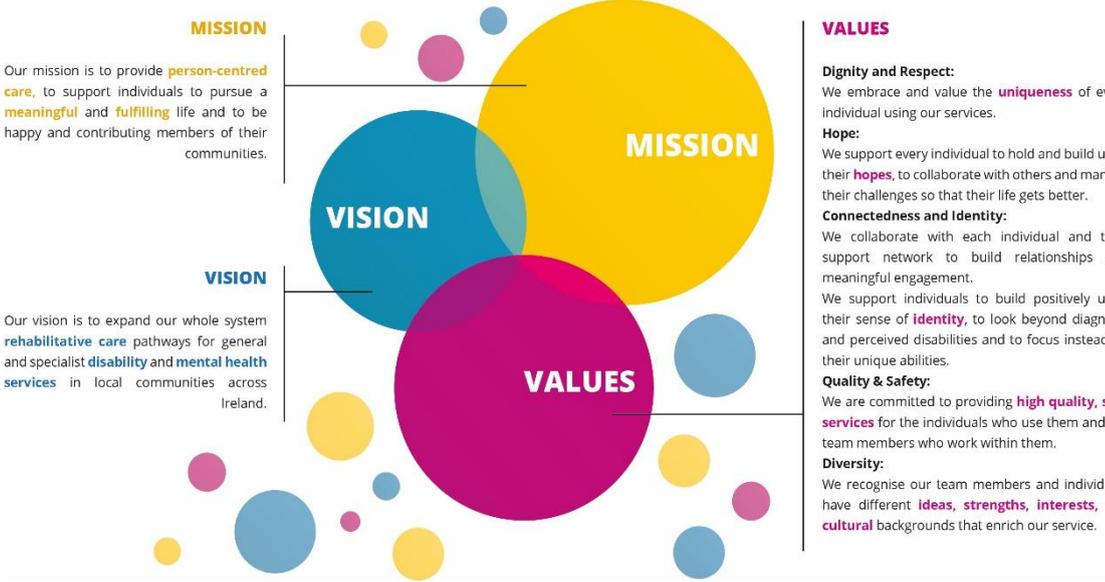




Job Description	Quality Assurance (QA) Officer
<p><b>Overview of Nua Healthcare Services</b></p>	<p>Nua Healthcare Services is one of Ireland’s leading Care Providers. We provide Residential, Supported Living, Day and Community Outreach Services to both Children and Adults with a range of complex support requirements.</p> <p>At Nua Healthcare Services, we are proud to offer high standards of service and care. Renowned for offering some of the best facilities in the country; our residential accommodation combines modern state-of-the-art facilities with beautiful outdoor environments. Our tailored day care programmes encompass a wide variety of stimulating and enjoyable activities.</p> <p>Our team bring a wealth of experience in supporting individuals with a range of complex needs including, but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Autism</li> <li>▪ Asperger Syndrome</li> <li>▪ Acquired Brain Injuries</li> <li>▪ Challenging Behaviour</li> <li>▪ Intellectual Disabilities with Alzheimer’s or Dementia</li> <li>▪ Mental Health Rehabilitation and Recovery</li> <li>▪ Personality Disorders</li> </ul> <p>Nua Healthcare Services is committed to promoting and maintaining a workplace environment that celebrates diversity &amp; inclusion. We pride ourselves on being a diverse-friendly workplace, a workplace that respects and values every team member.</p> <p>Nua Healthcare Services is culturally aware and is committed to equality. We recognise the existence of, and object to, discrimination in all its forms. We lead by example and take responsibility for creating a better workplace for everyone. Therefore, we encourage our team members to pursue their careers with us in the knowledge that, regardless of age, gender, sexual orientation, civil status, religion, disability or ethnicity, each team member is equal and entitled to the same opportunities and benefits as their peer, so their hard work and personal commitment ultimately leads them to better their lives and the lives of their families.</p>
<p><b>Job Title</b></p>	<ul style="list-style-type: none"> <li>▪ Quality Assurance (QA) Officer</li> </ul>

<p><b>Overview of the Role</b></p>	<p>At Nua Healthcare Services, we believe that having the highest quality of care is an absolute right of every person we support. We are committed to providing each person we support with individual, personalised care within a safe and homely environment, and we encourage and facilitate their involvement throughout the associated decision-making processes.</p> <p>We strive to empower the people we support to shape their own lives and the services they receive, and we actively encourage each person to develop their life skills, which in turn, enables them to realise their full potential.</p> <p>We also encourage participation in an array of individualised services, community-based recreational activities, meaningful educational and employment opportunities.</p> <p>The post holder will ensure compliance, both operational and legislative across all areas of the business along with conducting audits across all areas of the business. Submit reports, agree corrective actions, and support Teams to action any approved recommendations regarding business activities.</p>
<p><b>Purpose of the Role</b></p>	 <p><b>MISSION</b></p> <p>Our mission is to provide <b>person-centred care</b>, to support individuals to pursue a <b>meaningful</b> and <b>fulfilling</b> life and to be happy and contributing members of their communities.</p> <p><b>VISION</b></p> <p>Our vision is to expand our whole system <b>rehabilitative care</b> pathways for general and specialist <b>disability and mental health services</b> in local communities across Ireland.</p> <p><b>VALUES</b></p> <p><b>Dignity and Respect:</b> We embrace and value the <b>uniqueness</b> of every individual using our services.</p> <p><b>Hope:</b> We support every individual to hold and build upon their <b>hopes</b>, to collaborate with others and manage their challenges so that their life gets better.</p> <p><b>Connectedness and Identity:</b> We collaborate with each individual and their support network to build relationships and meaningful engagement. We support individuals to build positively upon their sense of <b>identity</b>, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities.</p> <p><b>Quality &amp; Safety:</b> We are committed to providing <b>high quality, safe services</b> for the individuals who use them and the team members who work within them.</p> <p><b>Diversity:</b> We recognise our team members and individuals have different <b>ideas, strengths, interests, and cultural</b> backgrounds that enrich our service.</p>
<p><b>Reporting</b></p>	<ul style="list-style-type: none"> <li>▪ Reports directly to the Internal Audit Manager.</li> </ul>
<p><b>Key Working Relationships</b></p>	<ul style="list-style-type: none"> <li>▪ Area Chief Operating Officer, Area Director of Operations, Infection Control Team Manager, Centre Manager / Person in Charge, Deputy Person in Charge/Centre Manager, Frontline Workers, Nurses, Administration Department, Regional Clinical Department (MDT), Maintenance Team, IT Team, HR Team, Recruitment Retention and Training Team, Finance Team.</li> </ul>

<p><b>Department Specific Structure</b></p>	<p>Note: Nua Healthcare Services reserve the right to amend or change its organisational structures as required and at any time to meet the needs of the services it delivers. The below structure is a sample representation of our typical centres structure. Should you require more detail please refer to your assigned centre management team who will gladly outline local arrangements.</p> <div style="text-align: center;">  <pre> graph TD     CFO[Chief Financial Officer] --- HQS[Head of Quality and Safety]     HQS --- IAM[Internal Audit Manager]     IAM --- QAO[Quality Assurance Officer]           </pre> </div>
<p><b>Department / Location</b></p>	<ul style="list-style-type: none"> <li>▪ The role will be based in Nua Healthcare’s Head Office, The Atrium, Naas, Co. Kildare, with frequent travel to other locations in accordance with the business needs.</li> </ul> <p>Note: any out-of-pocket expenses are refundable subject to adherence to Nua Healthcare Services policy on expenses.</p>
<p><b>Authority Levels</b></p>	<ul style="list-style-type: none"> <li>▪ To report any matters of concern in terms of quality and safety to your line manager and or another trusted manager should you feel comfortable in so doing.</li> <li>▪ This post has authority to implement immediate corrective actions to ensure quality and safety prior to them leaving a Centre.</li> </ul>
<p><b>General Responsibilities</b></p>	<ul style="list-style-type: none"> <li>▪ Live our Mission, Vision and Values.</li> <li>▪ Support the development and implementation of the Internal Audit department and its policies and procedures.</li> <li>▪ Support the design of audit programs and execute audits to verify compliance with legislation, regulation, standards and company policies and procedures.</li> <li>▪ Communicate Audit findings to key Management and follow up on audit issues.</li> <li>▪ Analyzing large amounts of data.</li> <li>▪ Implementation of any recommendations approved.</li> <li>▪ Undertake continuous improvement programs in conjunction with Operations and</li> </ul>

	<p>Clinical Services departments.</p> <ul style="list-style-type: none"> <li>▪ Develop and maintain an excellent knowledge of all business activities</li> <li>▪ Develop and maintain excellent knowledge of accepted professional standards such as HIQA standards, HSE, HSA and all relevant legislation regarding our business</li> <li>▪ Assist Centre Management regarding compiling and presenting reports as required (Reg 23 Six Month Visit &amp; Annual Report).</li> <li>▪ Maintain strict confidentiality in relation to staff and service users.</li> </ul> <p>This list of key duties is not exhaustive.</p>
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>▪ Genuine respect and empathy for diversity and individuality.</li> <li>▪ Responsible and mature approach to work.</li> <li>▪ Experience of / with people with additional and/or complex needs</li> <li>▪ Enthusiastic, proactive self-motivator who can provide holistic supports of the highest quality.</li> <li>▪ Self-driven with proven record of achievement.</li> <li>▪ The ability to adapt to new environments.</li> <li>▪ Excellent problem solving and decision-making skills under pressure, ability to work on your own initiative.</li> <li>▪ Ability to set high personal standards of performance and delivery of desired results.</li> </ul>
<p><b>Key Competencies</b></p>	<ul style="list-style-type: none"> <li>▪ Excellent overall demeanour.</li> <li>▪ An ability to empathise with and understand the needs of others.</li> <li>▪ A strong desire to be ones best.</li> <li>▪ Excellent organisational skills / self-motivated / self-starter.</li> <li>▪ Excellent verbal, written communication, and IT skills.</li> <li>▪ Willingness to work as part of a multi-departmental team.</li> <li>▪ Willingness to learn.</li> <li>▪ Dedicated, reliability and flexible approach to work.</li> </ul>
<p><b>Essential Criteria</b></p>	<ul style="list-style-type: none"> <li>▪ Some (demonstrable) previous knowledge of: <ul style="list-style-type: none"> <li>○ Standards and legislation relevant to the health and social care sector.</li> <li>○ Quality Frameworks / Quality Improvement Tools.</li> <li>○ Health &amp; Safety Management and associated legislation.</li> </ul> </li> <li>▪ Some (demonstrable) previous experience in a similar role.</li> <li>▪ Genuine enthusiasm for quality and safety in health/social care.</li> <li>▪ A Third Level Qualification in Healthcare / Social Studies (or suitable equivalent relevant qualification).</li> </ul>
<p><b>Career Development</b></p>	<ul style="list-style-type: none"> <li>▪ All employees of Nua Healthcare Services will be required to commit to their personal training and development. Opportunities to advance your career in our services will weigh heavily on your dedication to the service, the people who use our services and your own time investment in your personal training and development. Your future is in your hands.</li> </ul>



<b>Additional Information</b>	This role hours of work will generally be Monday to Friday, 9.00 – 17.00, with flexibility required outside these times and across 7 days including Sundays, to suit the needs of the service.		
<b>Post Holder:</b> (Print Name)			
<b>Post Holder:</b> (Signature)		<b>Date:</b>	
<b>Line Manager:</b> (Print Name)			
<b>Line Manager:</b> (Signature)		<b>Date:</b>	