

**JOB DESCRIPTION**

**Your role:** Assistant Director of Quality Standards

**Where you work:** Remote with frequent travel.

**The hours you work:** Full Time

**You report to:** Director of Operations

SignHealth is a unique and inspiring organisation, we work and campaign to improve deaf people’s health and wellbeing, and have done for over 40 years. We provide social care, psychological therapy, domestic abuse support, advocacy and children and young people’s services. We deliver this work by deaf people to deaf people across the UK in British Sign Language (BSL).

SignHealth is one of the largest disabled people’s organisations in the UK. Our ambition is to be the go-to deaf charity, and the partner of choice for the NHS, public bodies, and health organisations.

We live by our principles and our values.

**Our principles:**

* We are a deaf led organisation
* We provide information that is in plain English and BSL accessible
* We are a health charity that campaigns to end health inequality
* We are trusted advisers to each other and to the deaf community

**Our Values:**

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| --- | --- | --- | --- |
| **We Can Do It** | **Everyone Belongs** | **We Grow Together** | **Make the Small Moments Count** |
| We are ambitious for impact yet realistic about the journey ahead | We create a safe supportive space that respects and supports our differences | We help everyone flourish in their own way by starting from where they are | We pay attention to the small ways that contribute to our wellbeing and health |

**The Impact You’ll Make**

As the Assistant Director of Quality Standards, you will provide strategic leadership to ensure high standards of compliance and quality across our specialist deaf health services. This critical role involves overseeing regulatory framework requirements, to promote safe, high-quality care and support. Your work will directly impact service excellence across social care residential services, outreach, domestic abuse services, children and young people programmes, and clinical talking therapies. As SignHealth enters an exciting period of growth, are expanding our reach and planning to open a range of new social care services over the next 24 months as well as expanding our Domestic Abuse, Children and Young people and Therapy services. The Assistant Director will form part of an integral project team to focus on the development of new services.

**What You’ll Be Doing**

Regulatory Compliance, Governance and Operations

* Lead and manage regulatory compliance across all services in Operations, with a special focus on CQC regulations, ensuring all services meet or exceed requirements.
* Directly manager the Head of Social Care, and to work closely with the other Heads of Operations to lead the development of Quality Standards.
* Develop, implement, and monitor internal audits, compliance frameworks, and policies to maintain adherence to regulatory standards.
* Serve as the key contact for external audits and inspections, preparing reports and overseeing action plans in response to findings.
* Continuously review and update policies and procedures to align with evolving legislative and regulatory changes
* Deputise for the Director of Operations when required

Social Care Fees and Placements

* To be the key contact with social care commissioners
* To agree and negotiate, new and existing placements, fees and funding
* Support the operations director to maximise income from operational services
* Support the Head of Social care to plan for new resident/tenant transitions into and out of service
* Work directly with housing associations on tenancy contracts and relationship management.

Operations Service Quality and Risk Management

* Implement quality assurance and risk management strategies across all services to drive continuous improvement in care delivery.
* Develop and oversee incident management systems to capture and analyse data, ensuring lessons learned inform future practices.
* Collaborate with service managers to assess and mitigate risks, ensuring the safety and well-being of service users and staff.
* Conduct regular risk assessments and lead initiatives to improve risk management practices in line with organisational goals.

Staff Training and Development

* Partner with the HR team to ensure staff training programs reflect regulatory, compliance, and safeguarding requirements.
* Facilitate specialised training to develop staff competence in regulated compliance, safeguarding, and mental health care for deaf individuals.
* Influence ongoing professional development for compliance and safeguarding practices across the organisation.

Strategic Leadership and Stakeholder Engagement

* Work closely with the Director of Operations to shape the strategic direction of compliance and safeguarding within the organisation.
* Develop strong partnerships with key stakeholders, including regulatory bodies, local authorities, and safeguarding boards.
* Represent the organisation in external forums to stay informed of best practices and to advocate for improved services for the deaf community.

Reporting and Documentation

* Oversee the maintenance and security of all compliance-related documentation, including incident reports, audit findings, and safeguarding records.
* Prepare regular reports for ELT, regulatory bodies, and senior leadership on compliance and performance.
* Ensure transparent, accurate record-keeping to support effective decision-making and maintain trust with external stakeholders.

Deputy Designated Safeguarding Lead (DDSL)

As the DDSL for the organisation, this role is critical in supporting and upholding safeguarding standards across all areas of the organisation.

* To act as a point of contact for safeguarding matters in the Designated Safeguarding Lead’s (DSL) absence.
* To assist the DSL in coordinating the organisation's safeguarding strategy and managing the Safeguarding Committee.
* To support the implementation of safeguarding policies, ensuring compliance with statutory and organisational requirements.
* To act as a source of expertise on safeguarding legislation, procedures, and best practices.
* To respond to safeguarding concerns promptly, ensuring they are recorded, investigated, and reported in line with organisational policies and statutory guidance.
* To liaise with external agencies where required.
* To provide advice and support to staff regarding safeguarding concerns.
* To ensure staff are trained and supported in safeguarding practices.
* To coordinate safeguarding training for staff to ensure all team members are aware of their responsibilities.
* To stay updated on safeguarding legislation and guidance, ensuring the organisation’s practices remain current.
* To maintain accurate and confidential safeguarding records.
* To assist the DSL in preparing reports for leadership, external audits, or inspections.
* Some out of hours emergency contact may be required.

**Key Qualities and Experience**

Essential Criteria

* Experience in a compliance or safeguarding role, preferably within a regulated health or social care environment.
* Proven leadership experience, with the ability to drive cultural change, inspire teams, and improve service delivery.
* Understanding of CQC requirements, safeguarding legislation, and regulatory frameworks within mental health and social care services.
* Understanding of deaf culture, language, and the unique needs of deaf individuals in mental health and social care settings.
* Willingness to learn British Sign Language (BSL) up to Level 2.
* Strong diplomacy and people skills.
* Problem-solving and operational prioritisation skills.
* Excellent verbal and written communication skills.
* Ability to develop team members and empower staff.
* Exceptional organisational skills with the ability to manage and prioritise a varied workload.
* Passion for collaborating with people and working beyond the confines of the job description.

Desired Criteria

* Understanding of the impact of health inequality on marginalised groups.
* BSL skills and lived experience of being deaf.

About You

* You are experienced in safeguarding and compliance within regulated health or social care settings and have a strong understanding of the associated regulatory frameworks.
* You are a natural leader who can drive cultural change, inspire teams, and enhance service delivery.
* You are committed to fostering a deep understanding of deaf culture and promoting inclusivity in all aspects of your work.
* You thrive in dynamic environments, demonstrating strong problem-solving, negotiation, and organisational skills while prioritising effectively.
* You are passionate about empowering others, developing teams, and collaborating across the organisation to deliver impactful results.

Team Success

* You lead by example, inspiring and motivating teams to excel across disciplines.
* You foster a culture of collaboration and cohesion, ensuring alignment with organisational goals.
* You drive employee engagement through mentoring, coaching, and creating opportunities for professional and personal development.
* You embed SignHealth’s values into every aspect of the organisation, ensuring they are reflected in policies, practices, and behaviours

Commitment

* You have a commitment to promoting and protecting SignHealth’s values.