

Walsingham Support  
Director of Quality Assurance & Experience  
Recruitment Pack  
[www.walsingham.com](http://www.walsingham.com)



Job Role: Director of Quality Assurance & Experience  
Employment Type: Full Time  
Location: National (Home based with regular travel)  
Salary: Between £90,000 & £100,000 p.a.  
Closing Date: 16th October 2023

# WELCOME MESSAGE

Dear Candidate,

Thank you for your interest in joining Walsingham Support as Director of Quality Assurance & Experience.

Walsingham Support is a registered charity with ambitious plans for the future, specialising in providing high-quality support services that empower individuals with learning disabilities and autism. We have been operating for over 35 years providing support to individuals with a range of support needs and currently provide support for 330 individuals across 130 services in England and Wales with a staff of 840.

The social care sector provides dedicated support to vulnerable individuals through a funding model that allows for very narrow profit margins. The operating environment is extremely challenging with the sector having high levels of staff turnover, recruitment challenges and poor levels of funding; all heightened by the cost-of-living crisis.

Walsingham Support is affected by all of these factors but also faces challenges unique to us as an organisation including systems and processes that do not always meet the needs of the business and legacy issues from mergers and acquisitions. We have an ambitious and pacy transformation plan against which we are already making excellent progress but the journey is just beginning.

You will join us at a critical time as we are working to strengthen our foundations, quality, financial, operational and cultural, and looking to build and evolve our services to ensure they meet the changing needs of future generations. This is a new role for Walsingham Support, as we look to elevate the voice of Quality Assurance at an Executive level and into the Board. We need a Director that will focus on transforming the quality of Walsingham Support's services; leading on our Quality strategy and ensuring that the experience of the people we support drives how we deliver our services.

We are searching for an experienced Quality professional who actively pursues excellence in quality outcomes, who will take the lead in what those should be from the voices of the people we support and will work alongside our Operations & Engagement teams to deliver these. This is a role for someone who thrives on challenge and works collaboratively across the organisation to ensure that everyone recognises and takes responsibility for our standards.

You will be part of an Executive Team who are aligned, expert, driven and committed to transforming the organisation and the way we deliver services, to create a sustainable organisation that is able to deliver growth. Working with a dedicated team you will be supported and empowered to challenge the status quo, innovate and deliver a step change in the quality of our services. It's a culture that embraces challenge and creativity and a willingness to try things until we find what works best.

We are committed to increasing the diversity of the leadership team and wish to encourage applications regardless of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age or religion or belief. We encourage applications from disabled candidates under the Disability Confident Scheme.

If you are excited about this new challenge and the possibility of joining our team, I encourage you to apply for this role. We look forward to hearing more about how you can support us in assisting more people with learning disabilities.

**Holly Spiers**  
CEO Walsingham Support



# OVERVIEW

We are a national charity supporting individuals with learning disabilities, autism and complex needs across locations in England and Wales. We pride ourselves on putting people at the heart of what we do, enabling us to deliver truly person-centered support solutions that provide increased independence and improved quality of life.

Walsingham Support is led by an executive team who all joined in the Autumn of 2022 and have been working on delivering plans to make the organisation financially sustainable while we seek to transform the way we operate and deliver services. Social Care continues to evolve and we want to be working at the leading edge of this, innovating and building services around the needs and choices of the people we support.

We recognise that to do this we need to develop our internal systems and processes and ensure that our teams are supported and enabled to innovate and be creative in the way services are delivered.

Central to this is how we approach Quality and we see it as integral in how we design and monitor processes and standards, taking into account not only regulatory requirements but also the voices and aspirations of the people we are here to support. We want to put the individuals we support firmly in the centre of what we do, so that while compliance is a given, Impact, Quality of Life and Continuous Improvement in the lived experience are the quality goals that we strive for.

We are looking for a leader who will share our ambitions and will be excited by the challenges and opportunities that we face, who will look to build on what has been achieved but will want to drive the organisation on to a higher level of achievement. They will be highly visible, spending time with the people we support and advising and coaching teams, supporting them on their continuous improvement journeys.

We are looking for a highly experienced Quality professional, who is collaborative and inclusive, who measures success based on outcomes and impact. You will have the ability to lead, empower and inspire a geographically dispersed workforce and the agility to adapt to the different needs of our beneficiaries. You will embrace and lead change and support people to come along on the journey.

This is a role that offers a huge amount of scope and opportunities to have a real impact on the people we support and the success of the organisation. It comes with plenty of challenges and demands but the reward is the personal impact that you can have.

# ABOUT US

## Our values underpin our ambition – as an organisation, we are:

- **Passionate:** We ensure people are at the heart of everything we do and good quality drives us in ensuring that we impact positively on individuals' lives.
- **Supportive:** We recognise, appreciate and celebrate what everyone contributes and achieves.
- **Progressive:** We embrace innovation, positive risk-taking and new ideas alongside making the best use of our skills, knowledge, experience and partnerships as we continuously develop and improve.
- **Genuine:** We value difference in everyone and are open, honest, and respectful in our engagement and communication.

## Our Services

We provide personalised services including supported living, residential care and transition support. Our support is tailored to the needs of the individuals we support and designed to improve life skills, strengthen relationships and encourage personal choices.

We aim to enable each individual to develop the abilities they need to move on to the next stage in their lives, all the while ensuring their support constantly evolves and adapts around them to meet their changing needs and goals.

We focus on nurturing equal opportunities for the individuals we support within the local community through community activities, education and skills development, volunteering and supported employment.

## The Participation & Involvement Group

The individuals we support are at the centre of what we do and the Participation & Involvement Group consists of individuals we support across England and Wales. This group currently meets monthly to discuss issues important to them, involving their support workers, family and friends. Working with this group and informed by the discussions and outputs the postholder will help to shape our involvement strategy and personalisation agenda to drive ongoing improvements to lived experience of all the people we support. Developing this further and building a culture and narrative of involvement will be a core element of this role.

## Our strategy for 2023/24 focusses on the following strategic goals :

- Delivering Outstanding care & Support
- Be a great place to work
- Become a financially sustainable organisation



# HOW TO APPLY

Thank you for your interest in this role.

Please download [Job Description/ Person Specification](#) and complete [Equality Monitoring Survey](#).

**To formally apply, please submit a CV and supporting statement (ideally maximum 2 sides of A4 each) that clearly outlines your suitability for the role against the criteria provided in the person specification, including your interest and motivation in applying for this position.**

Please ensure that your application is emailed to [Brian.O'Donoghue@walsingham.com](mailto:Brian.O'Donoghue@walsingham.com) inserting "Director of Quality Assurance & Experience" into the subject field.

We wish to encourage applications regardless of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age or religion or belief.

All applications will be considered solely on merit.

Disabled applicants are invited to contact us in confidence at any point during the recruitment process to discuss steps that could be taken to overcome operational challenges presented by the job, or if any adjustments or support are required regarding the recruitment process.

We encourage applications from disabled candidates under the [Disability Confident Scheme](#).

Timetable:

Closing date: Monday 16th October 2023

Candidates informed of outcome: 23rd October 2023

First Stage Interviews online: From 25th October 2023

Visits to services for shortlisted candidates: w/c 6th November 2023

In person panel interviews: 13th November 2023

