

Head of Health and Quality Job Description

About Us:

Hamelin is redefining care for a better future. We support autistic people and individuals with learning disabilities to live their best lives and cultivate compassionate, equitable communities where they can realise their dreams.

Our work is guided by three core values:

We are community – We foster belonging, build strong partnerships, and create inclusive spaces where everyone is valued.

We enhance lives – We design services that empower individuals, enabling them to thrive and achieve their aspirations.

We think differently – We innovate, challenge traditional approaches, and seek creative solutions to improve support and outcomes.

Role Purpose:

The Head of Health and Quality (HH+Q) is a leadership role that provides clinical oversight and governance across Hamelin's services. Reporting to the Chief Delivery Officer, the postholder ensures that all Hamelin's services are safe, effective, compliant and continuously improving. The HH+Q will shape and implement the strategic care direction of Hamelin.

The HH+Q acts as Hamelin's designated Safeguarding Lead and Caldicott Guardian and takes lead responsibility for CQC compliance and inspection readiness. They provide direct management of health and wellbeing Project Leads and play a key role in helping develop and expand Hamelin's clinical offer in partnership with health organisations.

The postholder will champion the voices of the people we support and their families, ensuring these are heard and acted upon in the design and delivery of our clinical services. Their role will be outward facing too; influencing the social care and health systems around Hamelin's community.

Key Responsibilities

Health & Wellbeing Programmes

- Take overall responsibility for all community health and wellbeing programmes, including the delivery of Health Action Plans, social prescribing and immunisation programmes
- Directly manage health and wellbeing project leads, setting clear objectives, providing regular supervision and supporting professional development
- Ensure health and wellbeing services are person-centred, evidence-based and responsive to the needs of the people Hamelin supports
- Ensure the voices of the people we support and their families are regularly heard and that feedback loops are meaningful and two-way
- Liaise with NHS and social care colleagues to influence service design and represent the voice of our community

Clinical Governance & Compliance

- Act as Hamelin's designated Safeguarding Lead, ensuring robust safeguarding policies, procedures and training are in place and that all statutory obligations are met
- Act as Hamelin's Caldicott Guardian, taking responsibility for the appropriate use and protection of patient and service user information
- Lead Hamelin's CQC inspection process, acting as the primary point of contact during audits and ensuring the organisation is always inspection-ready
- Lead pre-CQC audit preparation, ensuring compliance with all relevant CQC regulations and standards ahead of formal inspections
- Ensure compliance with all NHS and adult social care requirements, including the delivery of contract KPIs
- Work with the People team to ensure that training across clinical and care functions is fit for purpose, up to date and compliant with regulatory requirements
- Provide clinical leadership and advice to Hamelin's SLT
- Act as Lead Trainer for Hamelin's Oliver McGowan training and all other clinical training requirements
- Ensure timely and accurate reporting of critical management information to Hamelin's Senior Leadership Team and Board. Covering safeguarding, training compliance, quality of delivery and other agreed KPIs

Development & Innovation

- Lead the development and implementation of future health programmes and initiatives, building and maintaining networks with senior health professionals across the sector
- Ensure Hamelin remains appraised of new ideas, research and best practice in clinical and health and wellbeing fields
- Work closely with the Chief Delivery Officer to embed new approaches and best practice into Hamelin's services
- Support the development of strategic partnerships with ICB and local authority organisations across Essex and further, to strengthen and expand Hamelin's clinical offer

Student Nurses & Professional Practice

- Act as the liaison and responsible clinician for student nurses undertaking placements at Hamelin
- Perform final sign-off for student nurses, ensuring placements are of high quality and meet professional standards
- Contribute to the development of Hamelin as a learning organisation, supporting professional development across clinical and care teams

Person Specification

Essential Criteria

Experience & Knowledge:

- Significant experience in a clinical leadership or management role
- Demonstrable experience of clinical governance, safeguarding and quality assurance in a health or social care setting
- Experience of CQC inspection processes and regulatory compliance
- Knowledge of Caldicott principles and information governance requirements in health and social care
- Experience of developing and delivering health and wellbeing programmes, ideally in a community or voluntary sector setting
- Understanding of the health needs of autistic people and individuals with learning disabilities
- A deep understanding of the health and social care ecosystem
- Knowledge of current NHS commissioning and adult social care policy

Skills & Attributes:

- Strong clinical leadership skills with the ability to inspire confidence and trust across multidisciplinary teams
- Excellent communication and interpersonal skills, with the ability to engage effectively with people we support, families, commissioners and NHS partners
- Strong commitment to co-production and ensuring clinical services reflect the views and experiences of the people Hamelin supports
- Analytical and detail-oriented, with the ability to interpret and act on regulatory requirements and clinical data
- Resilient and solutions-focused, with a commitment to continuous improvement and innovation
- Committed to Hamelin's values and to delivering compassionate, equitable and person-centred care

Other Requirements:

- Be ready to work flexibly across locations in Essex, which will include occasional evenings and weekends
- Complete all required training, whether through e-learning or in-person courses
- Adhere to Hamelin's published policies, procedures, and standards
- Adhere to compliance and governance requirements
- Hold a valid driver's licence and have access to a vehicle

Desirable Criteria

- Experience working with autistic people and/or individuals with learning disabilities
- Familiarity with social prescribing models and community health approaches
- Experience of supervising or supporting student nurses in a placement setting
- Experience of working within or alongside a charity or voluntary sector organisation
- Qualified clinician with current registration with a relevant professional regulatory body (e.g. NMC, HCPC or equivalent)

What We Offer

- A key clinical leadership role in an ambitious and values-driven organisation
- The opportunity to shape and grow Hamelin's health and wellbeing offer
- A supportive and collaborative team environment
- Location and time-based flexibility
- Blue Light Card
- Free on-site parking at the services
- Access to our Employee Assistance Programme
- Training opportunities
- Pension

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of HH+Q at Hamelin.

Signature: Date:

Name in capitals: