

Regulation Officer / Inspector

Department: Strategic Policy, Planning and Performance

Division: Jersey Care Commission

Reports to: Chief Inspector

JE Reference: SPPP115

Grade: CS12

JE Date: 01/11/2019

Job purpose

To ensure that regulated care services in Jersey provide good quality, safe care and to encourage and drive improvement.

To protect service users from harm by promoting high standards of care and carrying out effective outcome-based regulation.

Job specific outcomes

Provide honest, objective and impartial technical and professional advice about legal / regulatory requirements for care services, professionals and providers to prospective and current service providers, care professionals, politicians, government departments, the media and the general public.

Provide accurate and professional briefings, guidance and documentation, communicate good practice to a wide range of audiences, including designing and delivering training, in order to raise awareness, ensure regulation is applied and instil a 'customer-focused' culture, leading to improved understanding and application of high standards of care.

Assess and evaluate applications for registration; undertake pre-registration inspections, complete and review due diligence and produce evidenced recommendations about registration or refusal of registration. These activities will ensure that regulated care services in Jersey provide good quality, safe care.

Undertake inspections across a range of care services, producing robust reports based on assessment of compliance with regulatory requirements and standards for premises, care delivery practice, safety and quality. A robust programme of inspections will ensure service providers adhere to and improve standards.

Attend strategy meetings and undertake investigations in registered services either independently or with other agencies. Lead the investigation and response to complaints about regulated activities. Plan and undertake investigations, collecting evidence from a range of sources including interviews with complainants, service users, staff, and registered individuals, inspections of premises and examination of documentation. These activities are intended to promote the safety and wellbeing of people who use services.

Monitor and follow up all instances of non-compliance. Make recommendations for action which could include enforcement action in order to ensure that regulated care services in Jersey provide good quality, safe care.

Work in partnership with provider agencies in order to promote best practice in health and care provision, adopting a stepped approach to escalation and enforcement. Be able to apply enforcement procedures where necessary in order to improve safety and to promote and enhance the protection of vulnerable islanders.

Develop and review regulatory guidelines, standards and policies, processes, documentation and service development in order to improve services and advise professionals about the Commission's statutory functions and powers.

Act as a role model at all times, supporting teams and individuals to develop and achieve their potential and encouraging a learning culture focused upon improvement and high performance. Work collaboratively in order to deliver a learning culture focused upon improvement and high performance.

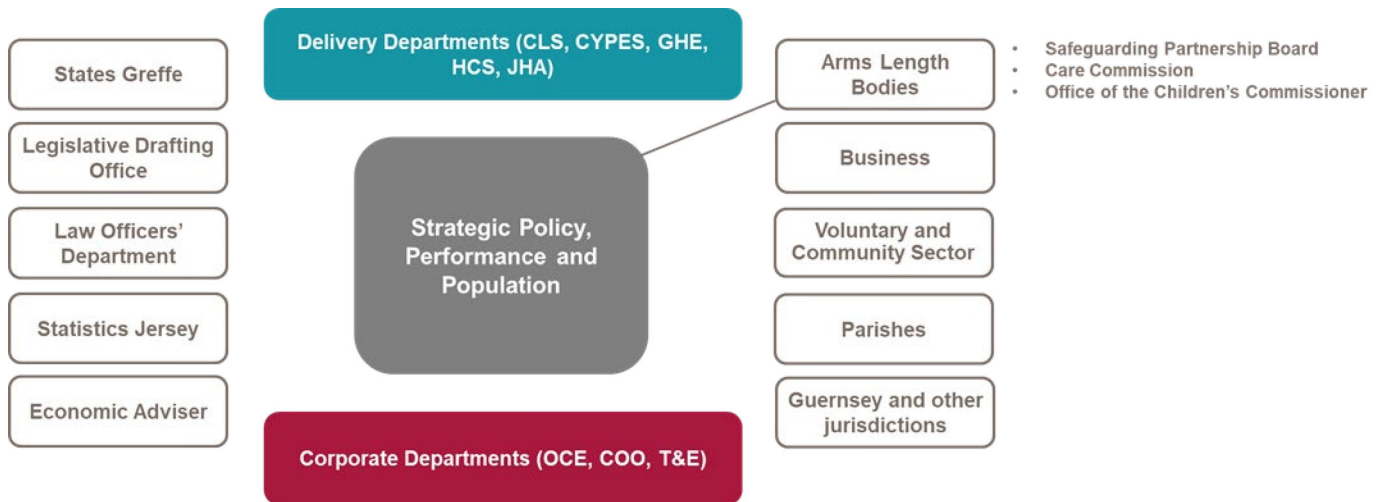
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure





The Jersey Care Commission is established under the Regulation of Care (Jersey) Law 2014. The Commission is independent of the Ministers and the States. It has statutory functions and responsibilities set out under various Laws.

The post-holder will be appointed by the Jersey Care Commission (ref. Article 9, Schedule 2, Regulation of Care (Jersey) Law 2014).

The post holder is employed under terms and conditions set by the States Employment Board and is required to operate in accordance with all relevant States of Jersey financial, data protection and human resource policies and procedures.

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree level or equivalent;</p> <p>plus</p> <p>Qualified and registered as a health or social care professional.</p>	
Knowledge	<p>Extensive, current knowledge of care standards and practice.</p> <p>Excellent understanding of legal procedure, with a working knowledge of relevant legislation.</p>	<p>Working knowledge of corporate policies such as Data Protection, Freedom of Information, Financial Directions.</p>

	<p>Sound understanding and experience of working with safeguarding policies and procedures.</p>	
<p>Technical / Work-based Skills</p>	<p>In the post-holder's area of professional practice, able to apply knowledge and skills with both confidence and authority.</p> <p>Ability to assess and advise in a variety of care settings.</p> <p>Demonstrable professional expertise and authority.</p> <p>Proven computer literacy together with a working knowledge of Microsoft Office Suite.</p> <p>A clean driving licence and access to own vehicle.</p>	
<p>General Skills/Attributes</p>	<p>Excellent problem solving skills, with an ability to understand, assimilate, triangulate and make balanced judgements about complex information and evidence obtained from a range of sources.</p> <p>Ability to make sound and consistent judgements and decisions, acting at all times in the interest of vulnerable service users.</p> <p>Proven ability to communicate effectively both orally and in writing, including producing reports that may be used in legal proceedings.</p> <p>Excellent negotiation and conflict resolution skills with an ability to make</p>	

	<p>difficult and unpopular decisions and respond appropriately under pressure, to listen and understand varying business and technical needs, explore alternative ways of doing things, suggest novel solutions and initiate change and improvements.</p> <p>Excellent time management, organisational and risk assessment and management skills.</p> <p>Ability to work independently using own initiative.</p> <p>High level of political awareness and sensitivity.</p> <p>Ability to build effective relationships with people at all levels of seniority, building productive and co-operative working relationships.</p>	
Experience	Proven ability to drive improvement in the health or care sector.	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.