

# Role Profile:



## What you will do

- Provide quality and practice support and advice to teams across Mencap, including our direct services, retail shops, MeTime services, and other functions
- Undertake audits and improvements in services as required
- Support teams to make improvements to their practice including enabling people we support to have a great quality of life.
- Use data and other insights to support teams to understand what is working and what could be better
- Identify and apply coaching solution to support teams to develop confidence and competencies
- Handle complaints, compliments and feedback, and complete mortality reviews and whistleblows on a rota basis
- Work with and advise other enabling teams as needed

## What you will bring

- A commitment to improving the lives of people with a learning disability
- The ability to support and reflect on risk and quality of life of the people we support, and identify and support improvements as needed
- An interest in data and its use to help inform practice
- Integrity and professionalism
- The ability to understand regulations and apply them to different models of service delivery
- The ability to write reports and complete audits
- An ability to listen and understand what support is needed
- It is essential that you can work and travel flexibly including working and staying away from home on a regular basis

## Your experience

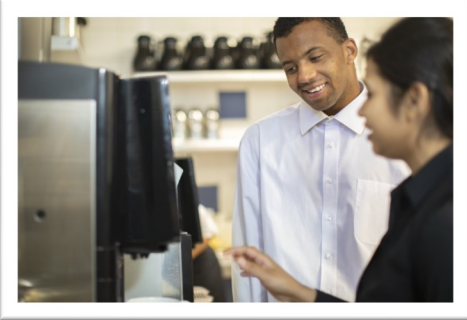
- Experience of managing in a social care environment (preferably with Learning Disabilities)
- Experience of coaching others around practice
- Experience of data and using insights to identify trends
- Experience of motivating and inspiring others

## About you

Candidates from all backgrounds welcome! We are looking for people with a passion and drive to improve the lives of people with a learning disability.



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## More information about the role

This is an exciting role with a real opportunity to support and influence service delivery across Mencap

You will travel and support different teams and types of service delivery to be the best they can be

You will support people to have a great Quality of Life

You will have a supportive manager and a team of people who complete the same role as you, with plenty of opportunities for development within the role

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

## What will Mencap give you

- We will coach and support with any new development needed
- Extra benefits such as discounts and cashbacks at high street shops
- Employee Assistance Program
- Membership to Mencap Pension Plan
- Loans for bikes, computers and phones after 6 months with us

## How to apply

Please apply with an up-to date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information, please contact our Recruitment Team on 01733 246699

## Who you can expect to work with

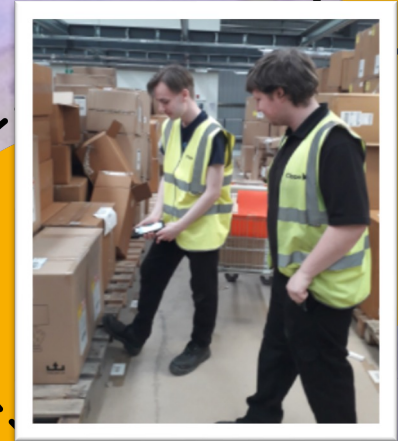
Delivery  
teams  
across  
Mencap

Managers  
across  
regions

AOMs and  
ROMs and  
equivalents

Quality  
Assurance  
Managers

Quality  
Directorate



## Mencap's values and how they apply to this role

We are  
**Passionate**  
about making  
the world a  
better place

You will have a genuine passion for changing the lives of people with a learning disability.

We are  
**Inclusive**  
of everyone

You will advocate for inclusion and be a positive role model, ensuring all voices are heard

We are  
**Brave**  
we challenge  
and try new  
things

You will encourage everybody to try new things and step out of their comfort zone, being brave when faced with challenges and learn from mistakes

We are  
**Positive**  
in our work  
and with each  
other

You will highlight and celebrate how unique each person is. You will positively approach all those you work with and share ideas.

We are  
**Kind**  
to everyone

You will be kind, supportive and encouraging to everyone you interact with.