



# Network Quality Lead

## Job description

<b>Grade</b>	D
<b>Type of contract</b>	Permanent
<b>Directorate</b>	Network and Communities
<b>Team</b>	Network Quality Team
<b>Reports to</b>	Network Quality Manager
<b>Responsible for</b>	N/A
<b>Location</b>	London, cardiff or homeworkig with regular travel across England and Wales.
<b>Hours</b>	35hrs p/w

### About the role

The Mind Quality Mark (MQM) is the quality framework for Mind. The MQM helps the 114 local Minds across England and Wales be the best they can be, so they deliver high quality, safe, effective support for people with mental health needs. The MQM also supports local Minds to be sustainable, legally compliant, well governed, innovative and influential organisations that live out Mind's values. As a quality improvement tool the MQM provides the impetus for growth and realising organisational ambition. The MQM also celebrates excellence and best practice in the Mind network with the team running the Mind Network Excellence Awards.

Local Minds, Mind and Mind Retail are reviewed against the MQM normally every 3 years. The reviews are undertaken by a team of peer reviewers and a Network Quality Lead. The Network Quality Lead supports the review team, bringing knowledge and expertise of all areas of the MQM. They write the MQM report and oversee the completion of any improvements needed to meet the MQM standard.

The Network Quality Lead is responsible for supporting local Minds to meet the MQM standards. This is through individualised support backed up by resources, training and input from other teams in Mind as well as facilitating the sharing of



good practice with other local Minds. The role includes development and curation of support materials and promotion of best practice.

The Network Quality team is made up of 6 Network Quality Leads, a Network Quality Officer, two Network Quality Managers and is overseen by the Head of Network Quality. The team is part of the Networks unit whose mission is to strengthen the collective power of the Mind Federation.

## **Key Responsibilities**

1. Review local Minds against the Mind Quality Mark.
2. Enable peer reviewers to carry out their role to a high standard through effective mentoring, support and knowledge back up.
3. Develop and maintain effective systems and processes that support the MQM review process.
4. Deliver and coordinate individualised support to local Minds.
5. Facilitate organisational development and embedding a culture of quality improvement. Promote strong leadership and governance in local Minds.
6. Identify good practice and excellence in local Minds and support the delivery of the Mind Network Excellence Awards.
7. Undertake other duties that may from time to time be necessary, and that are compatible with the nature and grade of this post.

## **Expectations**

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

## **Role expectations:**

- Organise, coordinate and support MQM reviews, liaising with the local Mind throughout the process.
- Develop and maintain a high level of knowledge of all the areas of the MQM keeping up to date with changes in best practice and legal compliance.
- Support the review team to synthesise, analyse and assess the large amounts of information necessary for an effective review. This is a combination of written documentation, background checks and information from interviews.



- Write up the MQM report to summarise the findings, strengths and improvements actions.
- Develop and deliver an individualised support package for local Minds undergoing their MQM review to both help them prepare for their review and to complete any necessary improvements. Broker support from other teams in Mind as necessary.
- Work with local Minds to help them maximise the benefits of the MQM.
- Promote best practice through training, facilitation and brokering support from other local Minds.
- Promote an organisational development approach to quality embedding the MQM as a tool for continual improvement.
- Curate the support materials ensuring that they are comprehensive, up to date, relevant and accessible.
- Contribute to the evaluation of the MQM and supporting processes to inform a cycle of continual improvement.
- Keep abreast of internal and external developments and respond accordingly.
- Attend and contribute to supervision and appraisal process, meetings, training, and other events as required. Attend and contribute to Mind staff training and any other training identified as appropriate for the post.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Regular travel to local Minds and meetings in England and Wales which may require the need for an overnight stay and evening work.



- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind’s mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

## Person specification

### Essential criteria

#### Knowledge

1. In depth knowledge of the current operating environment for charities, particularly those in the mental health sector.
2. Knowledge of what constitutes good organisational practice in areas including leadership, governance, legal compliance, service effectiveness, monitoring and evaluation, equality and diversity and service user engagement.

#### Experience

3. Administering quality assurance approaches, for example leading on quality within an organisation or acting as a quality system assessor.
4. Developing and delivering organisational support.

#### Skills

5. Ability to read, assess, synthesise and summarise, large amounts of information, in different formats.
6. Ability to write clear, articulate and accurate reports, making reasoned and robust assessments of performance against the MQM standard.
7. Excellent relationship management skills, with an adaptable communication style enabling the establishment of positive relationships with people at all levels. Ability challenge constructively and to constructively manage challenge.
8. Ability to manage complex workload, balancing competing demands and deadlines.
9. Good level of IT literacy and ability to learn new systems.



### **Aptitude and circumstances**

10. Excellent problems solving skills derived from a positive 'can do' attitude
11. A commitment to Mind's aims and values, including how these could and should be reflected throughout the Mind federation.
12. Ability and commitment to frequent travel with occasional overnight stays in England and Wales.

### **Desirable criteria**

1. Lived experience of mental health problems for example personally or as a carer.

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