

Transferable Role Template National Clinical Homecare

Quality Assurance Manager

Career Framework Level – Enhanced

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Contents

Contents	2
Introduction to the Template - Transferable Roles	3
Career Framework Levels and Competences.....	3
Indicative Learning and Development.....	4
Definition of an Enhanced Level Role	5
Role Profile	6
Scope of the Role	6
Common Competences for all Enhanced Level Roles	7
Core Competences relevant to Role:.....	8
Facets (if required)	9
Locality Specific Competences	9
Indicative Learning and Development.....	10

Introduction to the Template - Transferable Roles

This template is designed to enable a common understanding and communication of transferable roles.

A transferable role is a named cluster of competences and related activities that is applicable, relevant and replicable across different teams/organisations and geographic locations for clinical homecare teams, supporting greater workforce flexibility and consistency in care delivery.

All transferable roles will have common competences that are applicable for any role at the defined career framework level, plus core competences which are applicable to a specified role. The term 'competences' is used throughout the document. All competences are national occupational standards (NOS).

The template has a range of applications and may successfully be used by commissioners, managers, employers, current and aspiring employees.

It can be used to help define the learning and development needs for staff already working in these roles, as well as help signpost people who want to undertake a particular role to what is required to work successfully in the role defined.

Career Framework Levels and Competences

The Career Framework for National Clinical Homecare, which has five levels, provides a useful insight into what characteristics are required to work at each career framework level and gives examples of the knowledge and skills required, as well as 'how' an individual would need to behave and act in order to work at each level.

It is also a method of describing the level of autonomy and responsibility and the kind of decision making required by a role at that level. The level descriptor is intended to be relevant to any role within the health sector, both clinical and non-clinical roles.

The competences utilised are NOS, which have been developed by expert groups, have undergone a rigorous nationally determined process to achieve their status, and are approved for use by a panel within the UK NOS governance structure.

Because of this they cannot be changed in terms of content or wording. They focus on what a person needs to be able to do, as well as what they must know and understand to work effectively. The NOS are not in themselves 'levelled'.

Some may be more appropriate to a specific level on the career framework; others will span all levels. They are all indicatively linked to the NHS Knowledge and Skills Framework.

Each NOS is listed by its code and title, they are all underpinned by knowledge requirements and performance criteria.

The competences in this template are divided into the following sections:

- **Common to the career framework level –**

the common competences are intended to be relevant to any role in the health sector, whether it is clinical or not, and therefore are broad based

- **Core to the role –**

the core competences represent the ‘essential’ elements of the role and are transferable between clinical homecare teams and/or organisations. It is not an exhaustive list, and is not intended to fully articulate roles at an individual level; rather it articulates the minimum expectation of the role and promotes greater transferability and consistency across teams and organisations

- **Facets –**

some roles **could** have different facets, each made up of a group of NOS, relevant to different areas of practice

- **Locality Specific –**

Additional NOS or other competencies/capabilities which are relevant to specific teams can be added ‘locally’ by individual employers here, however these would only be applicable in that specific circumstance.

Indicative Learning and Development

The learning and development section of the template gives an indication of the style (and possibly type) of learning relevant to the role. It is very much an indication and is not a comprehensive inventory of learning available.

Some people may wish to, or need to study whole qualifications - others will not. Some will need to participate in smaller ‘bite sized’ learning opportunities. Individuals can use the role profile - where appropriate with their line manager or potential employer - to identify what their learning needs are to be successful in a particular role and how they will achieve the required learning.

Definition of an Enhanced Level Role

People at this level require a critical understanding of detailed theoretical and practical knowledge, which can be a generalist with a special interest and/or have management and leadership responsibilities.

They evaluate and analyse problems using their knowledge, seeking out and applying relevant evidence, enhanced techniques, interventions, and equipment to make clinical decisions.

They deliver enhanced care or services in the context of continual change, challenging environments, different models of care delivery, innovation and rapidly evolving technologies using analysis and their underpinning knowledge to manage complex interventions.

They participate in audits and research projects and implement changes as required, including the development, and updating of practice protocols / guidelines and procedures locally.

They will work within national and local protocols where these exist.

They recognise the boundaries of their practice and know when and to whom patients should be referred.

They may delegate work to other members of the Homecare team and take accountability for the delegated activity.

They demonstrate initiative and are creative in finding solutions to problems.

They have some responsibility for team performance and service development, and they consistently undertake self-development.

Role Profile

Named Role	Quality Assurance Manager
Area of Work	Clinical Homecare
Experience Required	<ul style="list-style-type: none"> • Demonstrable experience of people management • Experience of monitoring budgets and business planning processes • Understanding of the public sector, private sector, pharmaceutical industry, statutory, regulatory and professional bodies • Experience of participating in complex communications with professionals, multidisciplinary teams, patients and families, and influencing others • Experience of creating and giving presentations to a varied group of internal and external stakeholders. • Demonstrable experience of project management and setting up and implementing internal processes and procedures • Demonstrate a deep understanding of the wider system and its interdependencies
Career Framework Level	Enhanced

Scope of the Role

With the ability to influence, resolve issues, manage difficult situations; navigate and make sense of ambiguity, the post holder will be expected to bring a high level of knowledge, skills and experience to support the delivery of assurance regarding safe, effective, quality services and care. The role will support and undertake work aligned to the strategic developments of service quality; this will include establishing and monitoring robust risk assessment processing and auditing procedures.

Accountable to the Director, and with the ability to build and sustain direct communication channels to the organisation and its Board, the post holder will be responsible for the development and implementation of quality reporting, data analysis and strategic planning for robust safe systems of delivery. Demonstrating professionalism and sound judgement, the post holder will undertake reviews of care and service

interventions, giving assurances regarding the service’s ability to meet the needs of the individual. Ensuring that the service meets quality standards is a key element of the role.

There is an expectation that the postholder will engage with peer networks.

Common Competences for all Enhanced Level Roles:

Competences Required
<u>Communicate effectively in a healthcare environment</u>
<u>Synthesise new knowledge into the development of your own practice</u>
<u>Develop and maintain your professional connections</u>
<u>Monitor your own work practices</u>
<u>Develop your practice through reflection and learning</u>
<u>Take responsibility for the continuing development of yourself and others</u>
<u>Perform hand hygiene to prevent the spread of infection</u>
<u>Make sure your own actions reduce risks to health and safety</u>
<u>Make sure your own actions contribute to a positive and safe working culture</u>
<u>Support the safeguarding of individuals</u>
<u>Identify and evaluate opportunities for innovation and improvement</u>
<u>Act within the limits of your competence and authority</u>
<u>Manage and organise your own time and activities</u>
<u>Uphold the rights of individuals</u>
<u>Promote the rights and diversity of individuals</u>

Comply with legal requirements for maintaining confidentiality in healthcare

Store and retrieve information using a filing system

Contribute to the effectiveness of teams

Develop and sustain working relationships with colleagues and stakeholders

Use digital communications

Core Competences relevant to Role:

Competences Required

Comply with legal, regulatory and ethical requirements

Evaluate and improve the quality of your products and services

Monitor and manage the quality of the provision of care services

Monitor compliance with quality systems

Evaluate information of concern received about provider services

Monitor and solve customer service problems

Manage continuous improvement of overall performance of your organisation

Manage quality assurance systems

Carry out and participate in quality audits

Develop risk management policies and procedures

Provide leadership to your team

Manage and quality assure work in your team

Manage business processes

Develop and sustain working relationships with colleagues and stakeholders

Manage conflicts in work environment

Facets (if required):

Competences Required

-
-
-
-

Locality Specific Competences:

In this space you can define additional competences which are essential for your local needs. If you intend to use NOS, then Go to the [Health Functional Map](#) to begin your search for the competences

Competences Required

-
-
-
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Indicative Learning and Development

Transferable roles may be underpinned by a range of learning and development activities to ensure both competence and role confidence. The learning and development included within the template is by nature indicative. In some cases, it is endorsed by professional bodies and/or special interest groups and accredited by an awarding body.

Role template	Quality Assurance Manager
Formal endorsed learning	ISO 9001
Informal learning	<p>Knowledge and skills developed should enable the individual to undertake their duties in a safe and competent manner.</p> <p>Core areas of learning should focus on:</p> <ul style="list-style-type: none"> Equality, diversity and inclusion Interpersonal skills Analytical skills development Recognised Quality Assurance systems and processes
National Occupational Standards (competences) used	As detailed within role outline. The performance criteria and knowledge statements in each NOS will form the basis for the development of specific learning outcomes for each person and may be used to develop learning outcomes for subsequent learning activities.
Credits (including framework used)	
Accreditation	Wherever possible learning should be accredited by learning providers, professional bodies or similar
APEL and progression	Wherever possible learning should be transferable through APEL and should enable progression to other formal learning
Leading to registration or membership with:	