

JOB DESCRIPTION	STAFF DEVELOPMENT AND COMPLIANCE COORDINATOR
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Location: Base to be confirmed.

Salary Scale/Grade: £26,718.77

Line Manager: Quality & Compliance Manager and dotted line to Service Operations Manager, Essex

Job Summary:

Bridge Support is committed to empowering individuals with mental health challenges and helping them make positive changes in their lives. As the Staff Development and Compliance coordinator, you will play a pivotal role in supporting and mentoring new and existing staff members within our services. You will work with the Quality & Compliance Manager in auditing work flows as directed to ensure quality standards are upheld, troubleshoot operational challenges. This position is key in fostering joined-up thinking and problem-solving across the organisation, while also providing hands-on guidance and coaching to help staff thrive in their roles.

Key Responsibilities:

Staff Mentoring and Support:

- Mentor and coach both new hires and existing team members, ensuring they understand their roles and responsibilities.
- Provide ongoing support, fostering a positive learning environment to enhance staff performance and engagement.

2. Troubleshooting and Problem-Solving:

- Identify and resolve operational issues within the team or service.
- Work collaboratively to address problems that may impact service delivery, ensuring that solutions are sustainable and aligned with organisational goals.

3. Quality Assurance and Auditing:

- Support internal quality audits to ensure service quality is maintained and improved.
- To assist the Quality & Compliance Manager to implement quality control measures and processes to monitor compliance with service standards and regulatory requirements.

4. Training and Compliance:

- Deliver and ensure the effectiveness of training programs, adhere to Bridge H&S training and policies/processes, ensuring staff compliance and competency.

5. Joined-Up Thinking:

- Encourage collaborative approaches across departments to improve communication and operational efficiency.
- Ensure alignment between different teams and departments to streamline processes and improve service delivery.

6. Key Relationships:

- Line manager
- Service Operational Manager, Essex, Housing Officer and HS&F Advisor, and HR Department
- Regular liaison with the Executive Team, Board of Trustees, Managers, and Employees.
- External contractors, suppliers, and regulatory bodies.
- Collaboration with the service staff and its managers.

7. General Requirements:

- Uphold and promote the values and ethos of Bridge Support.
- Ensure compliance with Bridge's policies, procedures, and GDPR regulations.
- Attend training and development opportunities as required.
- Promote diversity, equality, and inclusion in all aspects of work.
- Adhere to and promote Bridge's policies on sexual harassment, antibullying, and respectful workplace behaviour, ensuring a safe, inclusive and supportive environment for all individuals.

This job description outlines the current responsibilities and tasks associated with the role. As the business continues to grow and evolve, these responsibilities may be subject to change in line with the organisation's needs and priorities. Flexibility and adaptability will be key as we progress together

Bridge Support		PERSON SPECIFICATION
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications/ Experience	Proven experience in mentoring or coaching staff, preferably within a mental health setting	Relevant experience in a mental health or not for profit setting is preferred.
Knowledge	- Strong Knowledge of quality control, auditing processes, and compliance. - Familiarity with Health and Safety training and requirements. - Strong organisational skills with attention to detail.	
Skills/ Abilities	- Excellent problem solving skills and the ability to troubleshoot effectively. - Ability to foster teamwork and collaboration.	
Equal Opportunities	Awareness of equal opportunities best practice and implications in supporting service delivery	
Other	- Able to self manage and prioritise - Willing to be flexible and respond to priorities as required. - Willing to undertake training, as and when required. - Awareness of Health & Safety practice	