

Quality and Service Delivery (QSD) Committee Chair role description

Principal responsibilities

- Have an understanding of Caring Together Charity's operational activities, how they are delivered and the risks this exposes the charity to.
- Have an understanding of service-related compliance, for example safeguarding and health and safety.
- Ensure there is a Lead Trustee for Safeguarding which complies with our obligations to the charity commission, that works collaboratively with the Director of Operations (Safeguarding Lead) to continuously improve our safeguarding culture and practise and fulfils the requirements of the role profile.
- Ensure there is a Lead Trustee for duty of candour which fulfils the requirements of the role profile.
- Maintain an interest in health and social care developments that are directly related to or impact unpaid carers, sharing knowledge and learning as appropriate.

1. In the capacity of Chair

- Plan meeting dates, location, format, and agree the agenda for each meeting, in consultation with the Director of Operations or Chief Executive, in accordance with the Terms of Reference for the Committee.
- Establish a welcoming and engaging environment that invites a variety of perspectives and facilitates all members into the discussion and helps the group stay focused on the task in hand.
- Develop a positive professional relationship with the Director of Operations, meeting regularly to review meetings, developments, improvements, and other operational matters.
- Liaise with Director of Operations to review and improve management reporting of operational activity and performance.
- Ensure actions arising from the Committee meetings are followed up and decisions implemented.
- Collaborate with other Committee Chairs to plan or discuss topics that require input from multiple Committees.
- Review and approve the minutes of the meeting before wider circulation.

- Produce a meeting summary to circulate to accompany the minutes for the Board.
- Produce other reports as appropriate for the Board.
- Be accessible and available for Committee members outside of meetings to discuss any issues or concerns they may have.
- Ensure matters or issues of high risk or concern are escalated to the Board.
- Fulfil lead responsibility for the Duty of Candour or delegate to QSD Trustee member.
- Represent the Board as a member of the Carer Council.
- Undertake effectiveness review of Committee performance every three years and review Terms of Reference annually.

2. Operational Performance and oversight

- Ensure strategic plans are monitored and reviewed against agreed service standards and performance measures including actions from learning.
- Ensure commissioned services are reviewed and reported on annually including actions from learning.
- Monitor and review customer satisfaction, learning and action.

3. Compliance

- Support the Lead Trustee for Safeguarding, to work with Director of Operations to champion safeguarding throughout the organisation, ensure strategic plans reflect safeguarding legislation, regulation, and statutory guidance, and contribute to a safeguarding culture. Ensure quarterly and annual reports are shared with QSD/Board.
- Guide and advise all Trustees to understand their individual responsibilities in relation to safeguarding.
- Review annually all regulatory aspects of operations to ensure we are compliant including health and safety, environmental health, etc.
- Support management team to prepare for inspections and review outcomes agreeing priority areas for improvement.
- Review operational risks and make recommendations for change.

4. Operational Planning

- Support and challenge the management team to identify new opportunities and the testing of new service models.
- Provide a safe space for testing out new ideas for activity or improvement.
- Support management team to address areas of concern.