



# QUALITY TRUSTEE RECRUITMENT PACK

Ambient Support  
July 2024

INCLUSIVE  
BOARDS

**ambient**  
Passionate About People

# About Us

**Ambient Support is a registered UK charity with over 25 years' experience in providing care and support services for older people, people with a mental health need and people with a learning disability.**

Our wide range of quality specialist services are delivered by our dedicated, professional and passionate staff and our success is built on supporting people to live a full and meaningful life – regardless of age, health or disability.

## The Ambient Way

**Supporting people to live a meaningful life.**

### **Passionate about people**

We believe that everyone is unique and deserves to live a full and meaningful life in their community – regardless of age, health or disability. And it's the mission of everyone at Ambient to provide the person-centred support that every individual needs to do just that.

### **Passionate about our staff**

Our staff are at the heart of everything we do. They are what make us great, every single day.

We follow a values-based approach to recruitment that also involves the people we support. This helps us find the right blend of experience, skills and outlook in our staff. Once they join us, they go on to benefit from a full training and development programme that reflects the specialist care and support we offer.

Most importantly, our teams embrace Ambient's values and have a flexible and positive approach that is respectful and sensitive to those they support.

### **Passionate about our values**

**impact:** We make a positive difference to people's lives, enabling greater independence, improved wellbeing, better outcomes and increased choice.

**integrity:** We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest, accountable and transparent.

**innovative:** We embrace a culture for change that strives for continuous reflection, improvement and achievement of excellence.

**inspirational:** We promote imagination and positivity, motivating our staff and the people we support.

**inclusive:** We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone.

## Passionate about our approach

**Our approach to support is based on best practice and achieving the right outcomes for each individual person. We may choose to use a range of differing approaches and tools dependent on their personal needs, health condition and the support they require, including:**

### Person-centred support

We work closely with people to plan their care and support to meet their unique needs. We also help them develop the knowledge and confidence to make informed decisions about their own lives.

### Strengths-based support

We recognise that everyone has their own skills, knowledge and life experiences. We work together to build on their strengths and help them to become co-producers of their own support, concentrating on what's strong, rather than what's wrong.

### Recovery

A combination of techniques including mindfulness, motivational interviews and coaching, supporting each person's potential for wellbeing and recovery as their own personal journey rather than a set outcome.

### Positive behaviour support

Support is built on a psychological understanding of why people behave, react and respond in certain ways. We follow an evidence-based approach to make sure the right help is given at the right time and supports both personal development and the learning of new skills.

## Passionate about quality and involvement

**We are determined that all of Ambient's services are the very best they can be, delivered in the most effective way possible. We measure the impact that we have on the people who use our services, the wider community in which services are delivered and the staff teams that deliver them.**

As part of our commitment to quality we capture these impacts in a variety of ways. Armed with comprehensive feedback, we pro-actively adapt and develop our services in direct response to the needs of the people who work within them or receive support from them.

You can learn more about us at <https://www.ambient.org.uk/>



# Our Services

## Mental Health Services & Support

**Our Mental Health services can be delivered in a range of settings, from 24-hour intensive support, through to a flexible needs-based approach in the community.**

Our specialist team includes Support Workers, Support Time Recovery Workers, Vocational Workers, an Occupational Therapy Team, and a Wellbeing Advisor.

Our service model is the 'whole person wellbeing model'- a personalised approach that considers all aspects of the person's individuality. We use the Recovery approach and tools such as the Recovery Star to engage with people in a strengths-based way.

## Learning Disability Services & Support

**Our Learning Disability services range from residential care homes through to supported living, short breaks, respite and day services.**

We also help young people, and their families, transition from children's services to adult support settings.

We are committed to providing person-centred, responsive support to people with learning disabilities, following an

'Active Support' approach that helps people gain skills, confidence and control of their lives.

Our staff teams are all trained in Positive Behaviour Support (PBS) so that we can understand people better and give the right support at the right time. PBS is about improving quality of life and it's particularly useful in helping people with more complex needs who may display behaviours that concern.

We deliver a full programme of PBS training for staff at all levels in conjunction with the British Institute of Learning Disabilities (BILD).

## Services & Support for Older People

**Our services for older people range from fully supported 24-hour residential care, through to care with nursing, day services, respite care, end of life care and housing with additional care for those who are more independent (often known as Extra Care).**

Those we care for who are living with conditions such as dementia and Alzheimer's are supported within a specially designed framework of care called 'Lives Well'. It's designed to make sure the people in our homes enjoy a life filled with love and laughter and that they are involved, active and engaged whenever possible. Staff are encouraged to be activity focused rather than task focused, to help people lead as full and happy a life as possible.

# The Role & Responsibilities

**Ambient Support would like to recruit a new Quality Trustee to act as Quality lead for the board. The Quality Trustee is an important position within the governance structure of Ambient Support.**

The key responsibilities are:

- To ensure the assurance of quality prevention of abuse and delivery of a person-centered approach.
- To ensure the engagement of users in the organisation and that their views are central to any continuous quality improvement plan.

We're eager to hear from interested individuals with a broad range of backgrounds and expertise. The core skills and experience of interest for the role are:

- Extensive experience in a quality role, with an understanding of quality management principles and practices.
- A good knowledge of the quality cycle, including planning, control, assurance, and improvement processes.
- Good understanding of regulatory frameworks, particularly CQC (Care Quality Commission) or OFSTED (Office for Standards in Education, Children's Services and Skills).
- Understanding of quality assurance and proficiency in quality assurance methodologies, including the use of technology to enhance quality assurance processes.
- Understanding of the legal framework of compliance, such as Health and Safety legislation, to ensure the organisation meets all necessary legal requirements.

# Commitment to Diversity & Inclusion

We welcome applications from anyone regardless of their age, experience, disability, ethnicity, heritage, sexuality, gender and socio-economic background.

**Ambient Support is deeply committed to inclusive working practices, so during the application process we commit to:**

- Paying for childcare whilst you're at interviews where these take place in person.
- Paying for your travel costs to the office and back for interviews. Making any reasonable adjustments - for example ensuring we have BSL interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.



# How to Apply

## **The recruitment process is being undertaken by Inclusive Boards on behalf of Ambient Support**

If you wish to apply for this position, please supply the following:

- A detailed CV setting out your career history, with responsibilities and achievements;
- A covering letter highlighting your suitability and how you meet the skills and experience for the role. Please note that the covering letter is an important part of your application and will be assessed as part of your full application.
- Details of two professional referees together with a brief statement of their relationship to you and over what period of time they have known you. Referees will not be contacted without your prior consent.

Please apply at [www.inclusiveboards.co.uk/opportunities](http://www.inclusiveboards.co.uk/opportunities) by 11/08/2024. If you would like to discuss this opportunity further please contact Inclusive Boards at [ambient@inclusiveboards.co.uk](mailto:ambient@inclusiveboards.co.uk) or 0207 267 8369 to arrange a conversation with one of our consultants.

*Selection will be on the basis of a full application and with an interview thereafter. This is a voluntary role for a renewable term of 3 years. Please note that you require an enhanced DBS for this post.*

# INCLUSIVE BOARDS

## Our Services



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## Contact Us



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