



## Recruitment Pack – Quality Assurance Manager

Day One is an ambitious young charity dedicated to supporting people affected by serious and life changing injury. Maturing and entering our fifth year of operation we are entering an exciting phase of development.

In just a few years, Day One Trauma Support has evolved from a pioneering idea into a movement — with people affected by serious and life-changing injury supporting each other and showing that recovery is more than just survival.

We are committed to building on these foundations — because our greatest strength is our community: people with lived experience who are experts in their own recovery.

Alongside our ‘community’ are our specialist teams who are experts in ‘being there’ from Day One, wrapping the right support around people in the immediate aftermath of injury, through to the later stages of recovery.

### **Our Strategic Ambition:**

To build a UK-wide community of support, anyone affected by serious and life-changing injury can easily connect, to find information about recovery and those who can support their journey.

Day One Trauma Support’s challenge is clear: to grow in depth, reach, and influence. Continually reviewing and improving, designing and testing new approaches when we spot unmet need or an opportunity to do better. — this will help us move towards achieving our vision: **a future where no one is left to cope with serious and life-changing injury alone.**

Our mission is to help anyone affected rebuild their life — from Day One and for as long as it takes.

Joining at an exciting time as we prepare a three-year strategy 2026-29.

### **What You Will Bring**

To be a highly organised, outcome focussed self-starter, with excellent communication and project management skills. You will have experience designing quality and auditing frameworks for complex service delivery teams, and writing and development organisational policy that links to service user care. You will be both autonomous and collaborative, working diligently to enhance the work of our services teams in a way that ensures continuous monitoring and improvement of all areas of our support.

We are a Living Wage accredited employer and offer an excellent benefits package within an inclusive and supportive working environment.

You can learn more about Day One Trauma Support [here](#)

**It's such an exciting time to join an ambitious rapidly growing national charity.**

## **How to apply**

Please upload your CV and supporting cover letter to Charity Jobs outlining why you're interested in the role. Please take your time to explain how your experience is relevant to this post.

**Closing date: 9am Monday 6<sup>th</sup> April 2026**

**Interviews:**

**First stage virtual: Wednesday 15<sup>th</sup> April 2026**

**Second stage in-person (Leeds): Tuesday 28<sup>th</sup> April 2026**

To ensure our recruitment process is inclusive, we are happy to reimburse reasonable travel costs for in person interviews.

***We know that some people, especially those from marginalised backgrounds, may hesitate to apply unless they meet every listed requirement. If this role excites you and you believe you could make a strong contribution, we warmly encourage you to apply.***

***We actively welcome applications from people whose backgrounds are under-represented in the charity sector, including but not limited to: people from black, Asian and minority ethnic backgrounds, LGBTQ+ people, people with disabilities.***

## Job description

OVERVIEW	
<b>Job title</b>	Quality Assurance Manager
<b>Reports to</b>	Director of Services, Quality and Impact
<b>Hours</b>	37.5 hours per week It is expected that work may be required outside normal working hours occasionally. However, we encourage flexible working patterns to accommodate this
<b>Contract</b>	2-year fixed-term contract – subject to a six-month probation period
<b>Salary</b>	£42,000-£46,000 depending on experience and qualifications
<b>Location</b>	Hybrid working, with regular travel to our office in Leeds. Regular travel to service locations as required. All travel costs are reimbursed.
<b>Job share</b>	Yes
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• 26 days annual leave per year, pro rata for part-time posts. Plus your birthday and Bank Holidays</li> <li>• Auto-enrolment into pension scheme; 5% employer contribution, from 3% employee contribution</li> <li>• Employee Assistance Programme including 24 hour Advice and Information Line and face to face structured counselling</li> <li>• DoctorLine - 24/7 telephone access to a practising UK GP from anywhere in the world</li> <li>• Specsavers eyecare vouchers</li> <li>• BUPA flu vaccines</li> <li>• Discounts on gym memberships, digital fitness subscriptions and equipment across the UK</li> <li>• A wide range of discounts and rewards through Westfield Rewards</li> <li>• Eldercare Advice through Westfield Health</li> <li>• £250 budget for suitable equipment to enable home working</li> </ul>
PURPOSE OF THE ROLE	
<p>The Quality Assurance Manager plays a vital role in ensuring high standards, consistency and reliability across all Day One services. Working closely with the Heads of Hospital Services and Community Services Development, the post holder leads the design and implementation of a robust organisational quality framework, service standards, auditing tools and monitoring processes. They provide assurance that services are safe, effective and delivered in line with Day One's values, carrying out regular audits, analysing findings and submitting clear monthly performance reports to the Director of Services.</p> <p>This role supports both continuous improvement and compliance, maintaining all operational service policies and ensuring safeguarding quality is monitored</p>	

appropriately, with concerns escalated to senior leads. Through thoughtful analysis, clear reporting and a supportive approach, the Quality Assurance Manager ensures Day One's services remain consistent, high quality and driven by best practice.

## KEY RESPONSIBILITIES

The post holder's primary duties and responsibilities are as follows:

- Develop, implement and maintain an organisation wide quality assurance framework and set of service standards that support consistent, high quality delivery across all service areas.
- Design and oversee a structured programme of quality audits, including monthly performance checks, quarterly deep dive reviews and annual full-service audits across hospital, returning home and peer support activity.
- Produce clear, accurate and insightful monthly reports for the Director of Services, summarising performance, trends, risks and recommendations for improvement across all sites.
- Review and maintain operational service policies, ensuring they reflect best practice, legislative requirements and organisational priorities.
- Monitor safeguarding compliance and reporting within services, ensuring audits include safeguarding processes and documentation, and escalating any concerns to relevant Heads or the Director of Services without making substantive safeguarding decisions.
- Identify inconsistencies or risks in service delivery and escalate appropriately to the Director of Services or the Heads of Service, providing clear recommendations and suggested actions.
- Support the Heads of Service to embed quality improvement activity within their teams by providing guidance, tools, findings and frameworks that promote learning and consistency.
- Analyse audit data, service documentation and performance metrics to identify themes, gaps, strengths and opportunities for organisational improvement.
- Work collaboratively with teams across all services to ensure auditing processes are understood, fair, transparent and implemented consistently.
- Produce templates, checklists, monitoring tools and quality documentation to support managers in meeting service standards.
- Ensure all services demonstrate adherence to organisational values, person centred practice and trauma informed approaches in line with established standards.
- Keep up to date with developments in quality assurance, regulation and sector best practice across health, social care and voluntary sector services.
- Provide supportive feedback and constructive challenge to service teams, fostering a culture of openness, learning and continuous improvement.
- Support preparations for external scrutiny, partnership reviews or audits by ensuring evidence and documentation are well maintained and aligned with expectations.
- Work collaboratively with the Head of Lived Experience where appropriate to ensure quality processes consider lived experience insight and support consistent integration of service user voice across the organisation.

- Be prepared to travel to service locations as required to conduct audits and support quality improvement activity.

## OTHER – TO NOTE

### **Development of the job description**

The job description is subject to future review. The post holder is expected to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows.

### **Equality, Diversity and Inclusion**

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service to our clients that we can. Our clients are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

### **Disclosure and Barring Service**

If you are offered a position, you will be required to undertake a DBS. In addition, candidates who are shortlisted will be subject to a social media check.

### **Working on hospital sites**

While your contract of employment is with Day One Trauma Support, when you are working on site at NHS Trusts you must comply with any site rules, protocols and measures that are in place on that site or specific to the work you are undertaking. These will be discussed with you and will form part of any agreements between Day One and the respective NHS Trust/s.

For example, these may include:

- Access and infection control
- Health and safety
- Confidentiality
- Patient protocols

## Person specification

	CRITERIA	IDENTIFIED THROUGH
<b>KNOWLEDGE, EXPERIENCE, SKILLS, and ATTRIBUTES</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience in designing and implementing quality assurance and auditing processes, specifically in service delivery practices, within health, social care or the charity sector.</li> <li>• Experience designing and implementing quality frameworks, audits or monitoring systems.</li> <li>• Strong analytical and reporting skills with the ability to identify trends and risks.</li> </ul>	<b>CV / Interview</b>

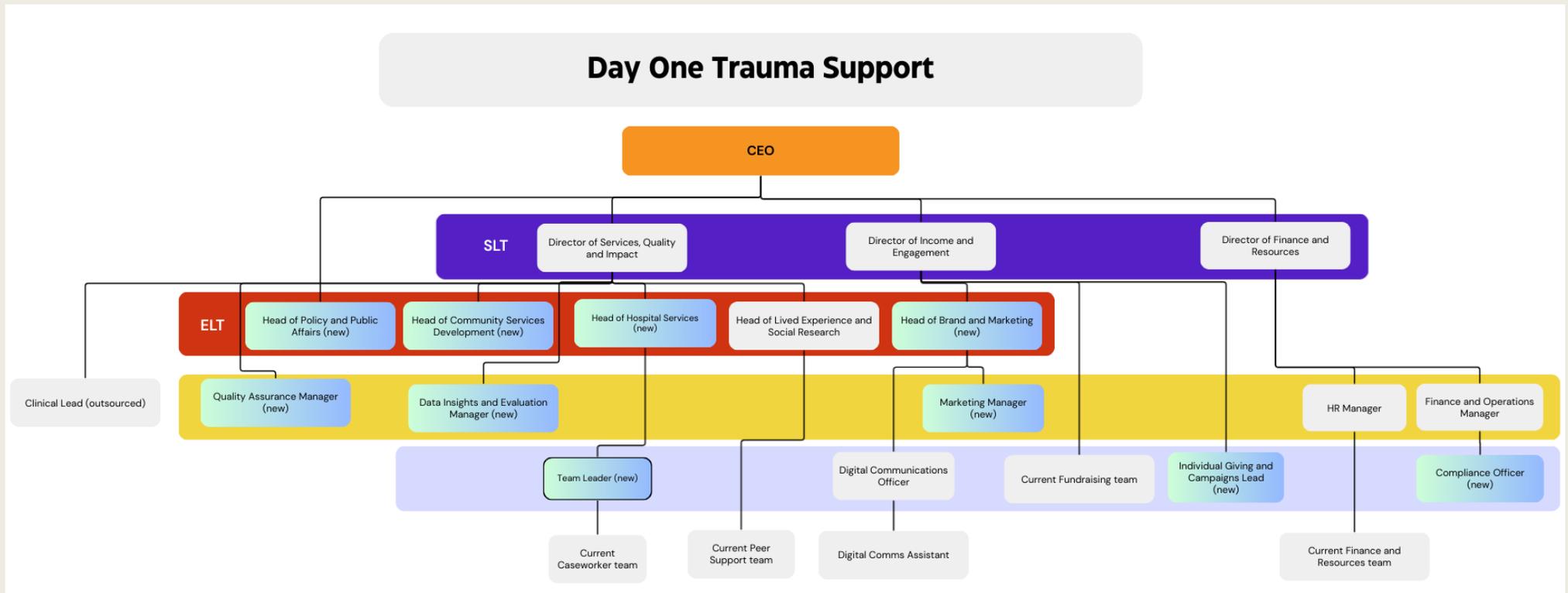
	<ul style="list-style-type: none"> <li>• Excellent communication skills with the ability to present findings clearly and constructively.</li> <li>• Ability to work with multiple teams and influence improvement without line management authority.</li> <li>• Knowledge of safeguarding principles (non-decision making level).</li> <li>• Ability to work independently and manage a varied workload across multiple sites.</li> <li>• Commitment to Day One's values and trauma informed, person centred practice.</li> <li>• Emotional intelligence, resilience, and adaptability.</li> <li>• Commitment to, and evidence of, continuing personal development.</li> <li>• Commitment to Day One's creation and celebration of inclusive and diverse teams and to adopting inclusive working practices.</li> <li>• Knowledge and experience of using databases/ CRM systems.</li> <li>• Knowledge, understanding and experience of data analytic tools such as PowerBI.</li> <li>• Microsoft applications competence</li> <li>• Experience of planning and managing projects.</li> </ul>	
Desirable	<ul style="list-style-type: none"> <li>• Knowledge of working with or within the charity or voluntary sector.</li> <li>• Understanding of the Major Trauma Network, NHS pathways or community rehabilitation landscape.</li> <li>• Familiarity with evaluation methods such as logic models, Theory of Change, or outcomes frameworks.</li> <li>• Knowledge of trauma, rehabilitation, health pathways or voluntary sector service models.</li> <li>• Experience of preparing organisations for external inspection, audits or accreditation.</li> <li>• Understanding of coproduction or lived experience involvement in service quality.</li> <li>• Experience of working with remote, geographically dispersed teams.</li> <li>• Producing user guides and training others.</li> <li>• An understanding of specific issues that affect people who are impacted by serious and life-changing injury.</li> </ul>	CV / Interview

## Our Values

Of course, it isn't just what you do but how you do it that's important too. We've included our values and behaviour framework so that you can see how we promote working with others and what's important to us. This is who we are:

CORE VALUES	KEY BEHAVIOURS
<b>Caring</b>	<ul style="list-style-type: none"><li>• We accept, recognise and value people's differences.</li><li>• We always treat people with respect.</li><li>• We take time to listen carefully and understand, responding to individual circumstances</li><li>• We support people in the way they wish to be supported.</li></ul>
<b>Ambitious</b>	<ul style="list-style-type: none"><li>• We proactively seek out opportunities that may be beyond traditional approaches</li><li>• We inspire people to be ambitious, for example, our patients about their hopes for recovery, our employees to reach their potential</li><li>• We embrace change to maximise opportunities and develop our potential</li><li>• We develop partnerships that enable us to stretch our abilities</li></ul>
<b>Open</b>	<ul style="list-style-type: none"><li>• We are transparent and accountable, being happy to share information and provide a rationale for actions</li><li>• We listen to feedback, especially from those with lived experience, to continuously improve</li><li>• We collaborate with others, sharing learning and best practice</li><li>• We are alert and open to new ideas and the world around us</li></ul>
<b>Authentic</b>	<ul style="list-style-type: none"><li>• We communicate honestly and constructively being mindful of our impact on others</li><li>• We listen to those with lived experience to ensure this is at the heart of our work, informing what we do and responding to their needs</li><li>• We challenge appropriately asking questions in a respectful way</li></ul>
<b>Inclusive</b>	<ul style="list-style-type: none"><li>• We value diversity in the broadest sense including diversity of thought, ideas and experience</li><li>• We respect people's choices and act in a non-judgemental manner</li><li>• We are supportive and encouraging of everyone regardless of their background</li><li>• We treat people how they wish to be treated</li></ul>

# Organogram



## Additional information

<b>Annual leave</b>	Annual leave is 26 days a year (pro rata for part-time posts) plus your birthday. The leave year runs 1 April to 31 March. Team members are also entitled to full pay for all public and bank holidays.
<b>Hours of work</b>	Standard working hours are 37.5 hours per week, Monday to Friday. Due to the nature of this role, team members are sometimes required to be flexible in terms of when these hours are worked and may occasionally need to work evenings or weekends.
<b>Incremental pay rises</b>	As a charity, Day One does not automatically award annual pay rises and any pay increase will be based on the affordability to the charity.
<b>Mileage and expenses</b>	Team members are able to reclaim mileage at 45p per mile when they use their own vehicles for work purposes (excluding whilst travelling to their primary place of work if site based). Team members must be insured for business use, have a valid driving licence and a roadworthy car before mileage can be claimed. Other out of pocket expenses will be reimbursed. Further details are provided on induction.
<b>Pension scheme</b>	All new team members will be automatically enrolled in the pension scheme, 5% employer contribution, from 3% employee contribution and full details will be provided during induction.
<b>Probation period</b>	All new team members are required to complete a successful 6 month probation period. During this period team members will be assessed against set objectives.
<b>Relocation expenses</b>	Day One is unfortunately unable to provide relocation expenses to potential team members.
<b>Sickness</b>	In addition to Statutory Sick Pay, contractual sick pay will be paid for up to five days for the first six months from the first day of sickness. After this you are entitled to contractual sick pay of up to one-month full pay and one month's half pay.