

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

ROLE TITLE:	Programme Quality Coordinator
HOURS:	Full time – 37 hours per week
REPORTS TO:	Partnership Manager
RESPONSIBLE FOR:	Quality assurance, fidelity reviews, compliance and continuous improvement across the Connect to Work IPS programme
PRIORITY CONTACTS:	Primary care teams; community health services; specialist organisations; delivery partners; and internal programme staff.
LOCATION:	Hybrid role with significant travel across Newcastle and North Tyneside

JOB SUMMARY

The Programme Quality Lead delivers quality assurance, compliance and IPS fidelity across the Connect to Work programme. The role ensures high-quality delivery by partner organisations, promotes continuous improvement, supports integration with health and community services, and drives strong employment outcomes for participants facing complex barriers.

KEY RESPONSIBILITIES

Key Area: Fidelity & quality Assurance

- Implement IPS fidelity reviews using the Connect to Work fidelity scale.
- Monitor caseload sizes and ensure compliance with IPS standards.
- Develop and maintain quality improvement plans.
- Ensure zero error rate in audits and compliance with funder requirements.

Key Area: Programme Integration

- Forge strong relationships with primary care and community health services.
- Ensure IPS is embedded within integrated teams as a recovery-focused approach.
- Support co-location and multidisciplinary team participation.

Key Area: Performance Management

- Track and report on KPIs including job starts, retention and satisfaction.
- Conduct caseload reviews and support Employment Specialists.
- Ensure rapid job search and individualised job matching.

Key Area: Governance & Leadership

- Engage stakeholders in IPS governance and sustainability planning.
- Lead steering committees and contribute to strategic decisions.
- Champion IPS principles across partner organisations.

Key Area: Participant-Centred Practice

- Uphold zero-exclusion principles for eligible participants.
- Ensure timely vocational profiling and job search planning.
- Oversee benefits counselling and in-work support.

Key Area: Compliance & Reporting

- Maintain accurate audit records and meet funder requirements.
- Ensure GDPR compliance and safeguarding standards.
- Prepare monthly and quarterly performance reports.

Additional Requirements:

- Comply with all organisational policy, procedures and systems.
- Be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults; and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.