



Role Profile

Care Home Quality Assurance Co-ordinator

Reference No.	A4953	Type	Individual
Service	Older People Services Residential & Day Services		
Job Family	Para Professional 5	Grade	FC7

Purpose

To support managers and staff to implement Quality Assurance systems across the service's Care Homes. Based in the three 60 bed care homes this role will be to undertake compliance audits across the three 60 bed care homes and to coordinate learning and development activities for care staff in conjunction with the Learning and Development Team. Travel throughout Fife is expected.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Based in one of the 60 bed care homes operated by OPS Residential & Day Services this role will work under the direction of the Team Manager to develop outcomes-led systems to monitor and understand performance within care homes and assist in developing responses.

Core areas will include monitoring induction, care planning, risk management, and staff training and development.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Educated to SCQF Level 8 HND, SVQ level 4 or equivalent.

Good working knowledge of OPS Residential & Day Services, it's policies and procedures and it's systems

IT skills and the ability to work with Fife Council digital systems

E **D**

✓

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	Ability to listen and understand others and maintain credibility in your role for OPS Residential and Day Services	✓	
<p>To support staff to access utilise the agreed systems so they can understand how they are performing and demonstrate outcomes in practice.</p> <p>To maintain and disseminate best practice guidance and research including, but not limited to, Health and Social Care Standards, SSSC guidance and other regulated bodies</p> <p>To develop and assist the delivery of training to staff and groups</p>	<p>Ability to engage with and develop relationships with others</p> <p>Ability to gain trust and promote a positive mindset.</p> <p>Ability to problem solve and create and deliver practical, flexible solutions to meet identified needs.</p> <p>Ability to develop people by helping staff both individually and within a group setting.</p> <p>Willing to examine and reflect own values, principles and assumptions.</p> <p>Able to work independently and earns from own experiences.</p> <p>Ability to motivate others by establishing clear direction and standards, providing opportunities for participation, motivating others by giving encouragement, recognition and personal support for their efforts and achievements</p>	✓ ✓ ✓ ✓	✓ ✓
<p>Signpost staff to guidance and advice on policies and procedures for both Fife Council and the Care Inspectorate standards as well as other relevant guidance.</p>	<p>Ability to organise and cope well under pressure, takes ownership, proactive and goal focused.</p>	✓	

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	Transparent and open, keeps others informed, takes action and is sensitive to peoples learning needs. Ability to Coordinate tasks	✓	✓
Ensure the most up to date policies and associated documents are accessible to all staff and used appropriately and consistently in practice across all care homes Record, analyse and report findings from audits and quality reviews, report findings to both the Team Manager and Service Manager. To raise safeguarding or serious non – compliance and risk issues to both the Team Manager and Service Manager.	Track record of working in a Service User focused service. Ability to support the service to be compliant and to assist the service to continue to meet high standards of quality care. Experience of undertaking Quality and compliance Audits in line with service, regulatory and contractual requirements.	✓ ✓	✓
To undertake research to ensure OPS Residential and Day Services is promoting best practice. Promote and share best practice across the service. Ensure Learning opportunities meet the requirements of the SSSC, service and Care Inspectorate.			
Undertake and support quality development workshops as required			
Take responsibility for departmental projects and/ or function as agreed with both the Team Manager and Service Manager and produce regular reports as required by the Team Manager and Service Manager in respect of quality assurance.			

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Work closely with the Unit Manager and Senior Team to ensure all training records are kept up to date.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.