



# Role Profile

## SERVICE IMPROVEMENT OFFICER

Reference No.	A4928	Type	Individual
Service	Health and Social Care Partnership – Adults		
Job Family	Team Manager 2	Grade	FC9

### Purpose

To lead and develop systems, processes, and procedures to assist H&SCP provide responsive, effective, and efficient services and implement a programme of continuous service improvement and performance reporting.

To lead the Service in evidencing compliance with all Policy, Regulatory and Statutory requirements in the delivery of care; and to contribute to the H&SCP's Quality Assurance performance reporting.

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

Overseeing and implementing service improvement, quality assurance and auditing processes within the Service.

Setting Service performance targets, ensuring these are aligned to the HSCP strategic plan, National Wellbeing Outcomes, and National Care Standards.

Monitoring the performance of the Service to ensure the highest quality of service is being provided, including speaking with service-users and families.

Leading the improvement of service standards, and outcomes through the development and implementation of robust systems, processes, procedures, and audit tools to manage and reduce operational risk.

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

**E**    **D**

Educated to SCQF level 9, which includes a Degree or equivalent.

✓

[www.scqf.org.uk/framework-diagram](http://www.scqf.org.uk/framework-diagram)

Ability to use initiative

✓

Knowledge of relevant IT systems, packages, e.g. databases, spreadsheets

✓

Experience of risk and impact analysis

✓

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Reporting on Local and National trends and implications which impact on the service.	Analytical and problem-solving skills	✓	
Contributing to the drawing up of service policies, procedures, and practices to meet the requirements of legislation, regulatory and corporate bodies.	Report Writing skills	✓	
Advising operational management teams on all matters relating to service performance and quality.			
Collating service responses to internal and external consultation documents as required, and within tight deadlines, by consulting with relevant managers and using own breadth of understanding and knowledge of the issues.	Ability to work to deadlines	✓	
Ensuring performance and management information is analysed and used effectively to report and recommend actions to enhance service standards, performance, and efficiency.	Experience of collection, analysis, and interpretation of a range of data	✓	
Developing and promoting effective partnership working across key stakeholders by consulting and communicating effectively across agencies to support continuous improvement in the delivery of care and outcomes for service users.	Experience of team working	✓	
Developing training materials and delivering presentations on quality and improvement outcomes.	Ability to understand and present complex information, have good written, and verbal communication skills	✓	
Preparing for external and internal inspections and audits, ensuring that necessary information is gathered and presented in a positive and informative way, and that the Service Manager/Team Manager are informed of what will be required to address identified gaps or areas for improvement.	Ability to demonstrate critical and lateral thinking, situation appraisal, negotiation and able to work under pressure	✓	
Monitoring the implementation of agreed improvement plans and take appropriate actions to ensure the agreed improvements are met.	Ability to delegate appropriately	✓	

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Promoting the concept of evidence-based practice by researching legislation, local and national policy, and disseminating best practice across the Service to inform and improve staff skills, knowledge and ensure consistency in the delivery of care and support to service users. This includes benchmarking and importing better ways of working from other organisations and promoting and exporting our own best practice as part of raising the public profile of the Service.	Ability to focus on continuous improvement, learning and development  Ability to provide a regular and effective service	✓  ✓	
Positively representing the Service at all levels within and out with the HSCP.	Ability to travel throughout Fife	✓	
Carrying out a supervisory and training role, as agreed.	Experience of supervising and training staff	✓	
Developing and maintaining internal web-based information in the Intranet.	IT skills and knowledge	✓	
Ensuring effective and efficient budget management and monitoring of budget for resources under area of responsibility including revenue for staff and physical resources.	Experience of managing a budget		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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**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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## 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.