

Care Home Service Improvement Manager			
Reference No.	A5003	Type	Individual
Service	Older Peoples Services Residential and Day Services		
Job Family	Team Manager 2	Grade	FC9

Purpose
<p>To lead and develop systems, processes, and procedures to assist Older Peoples Services, Residential and Day Services provide responsive, effective, and efficient services and implement a program of continuous service improvement and performance reporting.</p> <p>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.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Overseeing and implementing service improvement, quality assurance and auditing processes within the Service.</p> <p>Deputising for the team manager as required to oversee the daily operation of the team and ensure continuation of service delivery.</p> <p>Operational management of Quality Improvement team.</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent.</p> <p>Plus a management requirement - Any award in management that is certificated at or above SCQF Level 8 showing evidence the award has been mapped against the National Occupational Standards (NOS): Leadership and Management for Care Services. or a willingness to work towards this qualification</p> <p>Skills in leadership and knowledge of change management</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Operational management of OPS Occupational Therapist to promote and support development of knowledge, skills and effective practice to effect positive impact on occupational performance.</p>	<p>Evidence of capacity to use expert clinical reasoning to; make independent decisions; accept responsibility for actions and use initiative within parameters of responsibility. (Take ownership)</p>	<p>✓</p>	

	Knowledge of and ability to apply professional models of practice.	✓	
	Evidence of continuous professional development relevant to the post and the wider 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.	Ability to use initiative	✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

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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.	Knowledge of relevant IT systems, packages, e.g. databases, spreadsheets Experience of risk and impact analysis	✓	✓
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	✓	

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Monitoring the implementation of agreed improvement plans and take appropriate actions to ensure the agreed improvements are met.	Ability to delegate appropriately	✓	
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.			

Role Profile

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	
<p>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.</p>	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>