

Care Home Quality Assurance Manager				Purpose			
Reference No.	A5004	Type	Individual	Responsible for the operational management of quality assurance across the Care Homes and leadership of the assurance team as well as providing high quality person centered support and outcomes for service users in line with the National Care Standards.			
Service	Older Peoples Services, Residential and Day Services						
Job Family	Care 7	Grade	FC9				
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>Providing operational management of quality assurance across all care homes and participating in the development of services.</p> <p>Based in one of the 60 bed care homes operated by OPS Residential & Day Services this role will work under the direction of the Service Improvement Manager and Team Manager to develop out-comes led systems to monitor and understand performance within the care homes and assist in developing responses.</p>				<p>Educated to SCQF Level 9 or equivalent in a relevant discipline</p> <p>Plus a management requirement - Any award in management that is certificated at or above SCQF Level 8 (minimum of 60 credits) 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>Good working knowledge of OPS Residential & Day Services, its policies and procedures and its systems.</p> <p>Good working knowledge of regulatory and legislative quality frameworks</p>		✓	✓
						✓	✓

Role Profile

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	Significant previous and current management and supervisory experience within a care setting. Knowledge of Human Resource matters (recruitment, grievance, disciplinary) Ability to provide a regular and effective service Ability to travel throughout Fife	✓ ✓ ✓	✓
Occupational competency in areas of responsibility and audit.	Identify, implement and review appropriate tools to assess service performance against best practice key indicators Have the skills and knowledge to make sound, valid and quantifiable judgements from both direct and indirect evidence Have the knowledge, experience and relevant training to assess competency across a number of key work place practices (service and regulatory)	✓ ✓ ✓	
Ensuring the dignity, independence and individuality of service users and encouraging their participation in the quality assurance process.	Knowledge of National Care Standards (deliver results – see ‘How We Work Matters’ Framework). Knowledge of the needs of older people.	✓ ✓	
Operational management of the implementation of quality improvement standards, and outcomes through the joint development and implementation of robust systems, processes, procedures, and audit tools to manage and reduce operational risk with the Service and Team Manager.	Knowledge of relevant IT systems, packages, e.g. databases, spreadsheets Experience of risk and impact analysis	✓	✓

E = Essential Criteria D = Desirable Criteria

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	Ability you write reports that meet the needs of senior management within and outwith the service Presentation skills across multiple platforms	✓ ✓	
Managing information and other resources including the devolved budget allocated to the Service.	IT Skills (Embrace technology & information) Experience of managing a budget	✓	✓
Ensuring that National Care Standards and Service policies and procedures are implemented	Experience of a person centred approach. Organisational skills Communication skills Assertiveness and decision making skills (Take ownership) Negotiation and problem solving skills (Work together) Knowledge of Health and Safety requirements	✓ ✓ ✓ ✓ ✓ ✓	
Providing strong leadership and direction to staff, monitoring and managing individual and team performance by ensuring the highest standards of professional practice are met and that quality assurance mechanisms are in place	Experience of managing staff Motivational and leadership skills Training experience	✓ ✓	✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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:	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>