



Role Profile

TEAM MANAGER (QUALITY ASSURANCE)

Reference No.	I381.01	Type	Individual
Service	Health & Social Care Partnership		
Job Family	Team Manager 3	Grade	FC10

Purpose

The post is one of the two operational team managers for within the Health & Social Care Partnership's Quality Assurance / Contracts Service.

You will have responsibility for the effective delivery of a very diverse range of essential services to the Health and Social Care Partnership, including the management of business information systems.

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

Monitoring the quality of service provision, facilities available, staffing, environment, policies, and procedures within independent sector care providers and maintaining a link with the Care Inspectorate and other statutory bodies.

Implementing Management Information Systems and continuous development of policies and processes.

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

E **D**

Experience of planning and delivering objectives whilst managing multiple tasks (Deliver results – See 'How We Work Matters' Framework)

✓

Management skills

✓

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

✓

Ability to provide a regular and effective service

✓

IT skills (Embrace technology & information)

✓

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Maintaining an in-depth working knowledge of current legislation, e.g. EU Procurement legislation, Community Care Act 1990, Mental Health Act, Adult Support & Protection Act, National Assistance Regulations etc, keeping abreast of any legislative changes that impact on service delivery.	Knowledge of the current political environment Experience of assessing service and organisational risk		✓
Ensuring appropriate policies, procedures and standards are consistently and coherently applied.	Experience of working within a Local Authority or large organisation (Focus on Customers)	✓	
Leading the day-to-day operation of Procurement and Tendering to achieve Best Value and meet Partnership priorities, as well as Contracting, Payments and Billing to provide support for operational Sections' commissioning strategies, ensuring consistency and compliance with EU legislation and contributing to corporate procurement development plans.	Leadership skills (Take ownership)	✓	
Developing and monitoring Care Contracts and Service Level Agreements with external care providers and voluntary sector organisations.	Experience of participation in corporate/external working groups	✓	
Representing the Service at Partnership and /or Council Committees, Review Committees and participating in Service Working Groups liaising with internal, voluntary and independent service providers.	Communication skills Partnership working skills (Working together)	✓ ✓	
Undertaking efficiency and effectiveness reviews, implementing policies and procedures, and providing input to service improvement plans ensuring stated objectives are met and continuous improvement.	Experience of managing change Experience of regular service improvement. Innovation skills	✓ ✓	✓
Comparing/benchmarking costs/quality of services provided by a range of providers, e.g. other local authorities, private sector care	Knowledge of administrative and financial policies and procedures	✓	

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establishments and advising Divisional General Managers and Service Managers on best value.	Budgetary skills	✓	
Provision of service performance, financial and management information, aligned to the Partnership's strategic plan Analysing and presenting diverse and complex information for committee, Partnership services and other stakeholders.	Analytical skills Influencing and negotiating skills	✓	
Undertaking responsibility for the proper and effective performance management culture throughout areas of operation, driving continuous improvement and contributing to strategic planning and development to improve social care services across Fife.	Experience of major project design, planning and implementation Delegation skills Advocacy skills	✓	✓
Providing strong leadership to team, and others through personal and team development, coaching, managing attendance, performance and conduct, whilst ensuring strong relationships within team, offering guidance, support and direction on service delivery.	Motivational skills Team building skills	✓	✓
Providing consistent, high quality and customer focussed services to the Council, its customers and its partners, investigating and responding to issues and complaints, some of which may be sensitive or contentious in nature.	Empathy skills Conflict handling skills	✓	✓
Undertaking the Monitoring officer role which is a corporate requirement and acting as the Lead Officer for overseeing the M & E Framework for Health and Social Care Partnership's grant funded organisations.	Performance management skills	✓	
Deputising on an occasional basis for the Service Manager, Quality Assurance and covering for the other Team Manager as necessary.			
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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E **D**

Job Title of Specialist tasks

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).

PVG Children

PVG Protected Adults

PVG Both

Basic Disclosure

Standard Disclosure

Enhanced Disclosure

None

Additional Information – the following information is available:

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

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results