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| **Job Description** | |
| **Post title** | Service Improvement Officer |
| **JE Reference No** | A3341 |
| **Grade** | Grade 11 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care - Operational Support |
| **Reporting to** | The post holder is accountable to the AHS Development and Learning Team Manager. |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to an enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to lead and support in the quality improvement programmes within the service and to ensure governance standards are met.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To deputise for the AHS Development and Learning Manager as appropriate
* To line manage staff as directed by the Development and Learning Manager.
* To contribute to the strategic and team planning process for AHS from a quality and improvement perspective.
* To support the development of a quality strategy/management framework and improvement delivery plans for the service
* To lead on the development and implementation of an annual quality schedule and service improvement programme which are aligned to customer’s needs and within current resources.
* To support a case file audit process for Adult Care services in consultation with the management team.
* To oversee and monitor effective learning from audit, business process reviews, complaints, governance, and other improvement activity to add value to the work of the service.
* Apply co-production techniques across the work of the role, where applicable.
* To support and contribute to improvement projects for example benefit tracking, measurement, and analysis of change, leading to improved outcomes.
* To research, analyse and implement efficient quality and improvement methodologies and techniques that provide innovative ways to raise standards without adding cost.
* To provide information to managers on sector led opportunities to improve service delivery, including benchmarking, and networking / monitoring activity.
* To provide information and guidance to managers on all areas connected to quality, governance, and service improvement.
* To prepare and present reports on quality, governance, and service improvement as directed by the Strategic Manager and Development and Learning Manager to ensure the service is responsive to emerging needs and pressures.
* To support the preparations and planning for inspections across AHS and develop a robust reporting mechanism and follow up actions monitoring system.
* To seek to create new collaborative opportunities.
* To work in partnership with stakeholders to improve quality and service improvement, and governance through designing and delivering quality and improvement initiatives that are aligned to need and are cost effective.
* To develop and implement a supervision framework for AHS which meets the needs of all stakeholders.
* To lead and manage the reviews of delegated powers for AHS.
* To lead and manage related governance functions within the service.
* To provide cover in the policy and procedure database maintenance, if required.
* To contribute towards reviews of agreements with partner agencies.
* To lead and manage research approval governance within the service.
* To provide cover for the Complaints Officer when appropriate.
* To contribute towards a team approach in relation to the handling and investigations of complaints and representations received from members of the public.
* To develop and implement a supervision framework for AHS which meets the needs of all stakeholders.
* To be part of the work associated with staff recognition and achievement.
* To effectively plan, co-ordinate and undertake staff related investigations within agreed timescales to a high quality.
* To provide thorough and objective reports in respect of staff related investigations to Senior Managers, including recommendations for action to be taken.
* To liaise with HR and relevant staff within the Service during the course of disciplinary and resolution investigations.
* Commitment to continuous professional development

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | Degree or professional qualification in a relevant subject | NVQ Level 4 in Management or equivalent.  Professional qualification in quality assurance/quality systems. |
| Experience | Experience in:  Management of staff  Developing quality systems and writing associated documentation  Assisting in the development and maintenance of computerised information systems  Liaising with a wide range of professionals  Developing processes and systems to raise standards  Development of processes and systems to improve outcomes  Working to tight timescales  Report writing  Plan coordinate and undertake quality audits  Understanding of the principles of ‘lean’ ways of working  Prepare quality improvement plans  Project Management  Supporting change management programmes  Work collobatively with stakeholders and service users | Auditing procedures or processes.  Governance systems and processes  Complaint processes  Co-production  Working with partner organisations on project in a multi professional/ multi-agency organisation |
| Skills & Knowledge | Understands the purpose and operation of quality systems  Can collate and interpret statistical data and qualitative information  Can plan and co-ordinate activities including negotiation of work agreements and allocation of work  Analytical approach to problem solving  Has good communication skills  Ability to research and plan  Understand how to prioritise workload to meet deadlines and manage conflicting demands  Working on own initiative  Commitment to continuous professional development  Knowledge of service improvement processes | Understanding of statistics  Research methodologies  Knowledge of the County Council’s Constitution  Governance processes  Central govt Inspection regimes of health and social care |
| Personal Qualities | Has a high level of attention to detail  Active listening skills  Is self-motivated and has the ability to motivate others  Ability to deal with challenging individuals  Able to challenge constructively and appropriately  Can manage their time effectively  High standards  Outcome focussed  Can be objective  Personal commitment and drive  Flexible approach to work |  |