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| **Job Description** |
| **Post title** | Service Improvement Support Assistant  |
| **JE Reference No** | N11314 |
| **Grade** | Grade 7 |
| **Service** | Adult and Health Services |
| **Service Area** |  Adult Care - Operational Support |
| **Reporting to** | The post holder is accountable to the Service Improvement/Inspection Project Officer  |
| **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 support in the quality improvement programmes within the service, with a particular focus on activity linked to inspection preparation.

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| **Duties and responsibilities** |

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

* To deputise for the Service Improvement/Inspection Project Officer as appropriate.
* To support the preparations and planning for inspections across AHS as required. This will include:
	+ maintenance of support to the Quality Assurance Board/Quality, Innovation, Leadership and Transformation groups
	+ monitoring of information from the Care Quality Commission (CQC) for issues that may impact on the service
	+ contribute to any marketing and communications campaigns to the range of stakeholders
* To provide data and management information for reports on quality and service improvement to management teams as directed by the Development and Learning Manager/Service Improvement/Inspection Project Officer.
* To undertake any research and analytical work relating to the functions of the team to ensure service improvement.
* To contribute to the content of the information to the public and customers through the intranet and internet page contents regarding the work of the team to ensure it is accurate and up-to date.
* To support in the delivery of the work aligned to the annual quality schedule such as audits, business process reviews and self assessments, as required.
* To support any work undertaken with customers, service users, families, carers and the wider public to capture their views on services and to inform future service priorities and planning.
* To support a team approach in relation to the handling and investigations of complaints and representations received from members of the public.
* To support the work associated with staff recognition and achievement.
* To support the service in ensuring compliance with information governance guidelines.
* To assist in the work related to the management of AHS key policies and procedures.
* To assist in the development and maintenance of computerised information systems.
* To undertake word and data processing and complex ICT tasks.
* To support any necessary data returns as required.
* To support the monitoring of the improvement delivery plans for the service
* 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 | NVQ Level 4 in a related topic or equivalent  |   |
| Experience | Experience in:Assisting in the maintenance of computerised information systemsDeveloping processes and systems to raise standardsWorking to tight timescalesSupport work associated with auditsProject support Supporting change management programmesWork collobatively with stakeholders Producing quality information for a range of stakeholders | Auditing processes.Governance systems and processes Dealing with challenging customers  |
| Skills & Knowledge | Understands the purpose and operation of quality systemsCan collate statistical data and qualitative information Analytical approach to problem solvingHas good communication skills Ability to research and planUnderstand how to prioritise workload to meet deadlines and manage conflicting demandsWorking on own initiativeGood organisational skills Commitment to continuous professional developmentKnowledge of service improvement processes  | Understanding of statisticsResearch methodologiesGovernance processes  |
| Personal Qualities | Has a high level of attention to detailActive listening skills Is self-motivated Ability to deal with challenging individuals Can manage their time effectivelyCan be objective Personal commitment and driveFlexible approach to work |  |