



Role Profile

Service Improvement Assistant			
Reference No:	A5163		
Service:	Adults Supported Living		
Job Family:	Social Services/Social Work/Social Care	Grade:	FC6

Purpose
To support managers and staff to implement quality assurance systems across the service. Monitoring service quality and performance in relation to training and recruitment, ensuring compliance to relevant legislation, standards, specifications, and policy. To undertake activities aimed at promoting workforce planning and development, including recruitment, direct training, coaching, mentoring and associated activities to support delivery of the service action plans.

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>This role will work under the direction of the Service Improvement Officer, to develop outcomes-led systems to monitor and understand performance across the service and assist in developing responses.</p> <p>Core areas will include recruitment, induction, staff training and development, care planning and risk management.</p>	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent</p> <p>Good working knowledge of Adult Services Resources, it's policies, procedures and systems</p>	√	√
Supporting the learning of individuals and stakeholders by contributing to the planning, design and direct delivery of a range of workforce	Experience of engaging with and developing relationships with others	√	

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planning and development systems such as induction, coaching, mentoring, shadowing and assessment. Ensure learning opportunities meet the requirements of the SSSC, service and Care Inspectorate.	Ability to gain trust and promote a positive mindset		√
Supporting the review of current service recruitment processes and contributing to the development of new systems.	Evidence of problem solving to create and deliver practical, flexible solutions to meet identified needs	√	
Liaising with internal and external stakeholders to deliver best value solutions to meet operational need. Including representing the team on external bodies and other Working Groups as appropriate.	Experience of leading or assisting projects or working groups (Work Together)	√	
Take responsibility for departmental projects and/ or function as agreed with the Service Management Team and produce regular reports as required in respect of quality assurance.	Experience of coordinating tasks Time management skills Experience of working independently	√ √	 √
Record, analyse and report findings from audits and quality reviews to the Service Management Team.	Experience of undertaking quality and compliance audits in line with service, regulatory and contractual requirements	√	
Develop and maintain internal web-based information systems.	IT skills and the ability to work with Fife Council digital systems	√	
Ensure the most up to date policies and associated documents are accessible to all staff and used appropriately and consistently in practice across all services.	Evidence of motivating others by establishing clear direction and standards, providing opportunities for participation, motivating others by giving encouragement, recognition and personal support for their efforts and achievements		√

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<p>To support staff to utilise systems so they can understand how they are performing and demonstrate outcomes in practice.</p> <p>Signpost staff to guidance and advice on policies and procedures for both Fife Council and the Health and Social Care Partnership as well as other relevant guidance.</p> <p>To maintain and disseminate best practice guidance and research including, but not limited to, Health and Social Care Standards, SSSC guidance and other regulated bodies.</p>	<p>Able to support the service to be compliant and to assist the service to continue to meet high standards of quality care</p> <p>Track record of working in a Service User focused service</p>	√	√
<p>Work closely with operational managers to ensure all training records are kept up to date.</p>	<p>Transparent and open, keeps others informed, takes action and is sensitive to peoples learning needs</p>	√	
<p>Manage delegated workload to meet organisational and individual deadlines, whilst maintaining a high-quality service.</p>	<p>Experience of priority identification to deliver work to tight deadlines (Deliver results)</p> <p>Able to organise and cope well under pressure, takes ownership, proactive and goal focused.</p> <p>Knowledge of best value and budgetary management and monitoring processes</p>	√	√

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Positively represent the Service at all levels within and out with the HSCP.	Ability to travel throughout Fife	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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Job Title (Specialists Tasks)			

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>

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E = Essential Criteria D = Desirable Criteria