

JOB DESCRIPTION

JOB TITLE: Quality Assurance Administrator

PURPOSE OF THE JOB

The Quality Assurance Administrator supports LinkLiving's Strategic Priority 5: Ensure that all activities are high quality and embody person-centred values.

LinkLiving is committed to providing each person it supports with a high quality, person-centred, individual support service. We do this by striving to ensure effectiveness, efficiency and value within a framework of continuous improvement, underpinned by our Quality Assurance Framework. This post will provide administrative support which facilitates a consistent and positive approach to quality and continuous improvement across all LinkLiving services.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

MAIN AREAS OF RESPONSIBILITY / TASKS

The postholder will provide administrative support to the Quality Assurance & Business Support Manager with the following functions:

Monitor LinkLiving's Information Management System – (LLIMS) at regular intervals as directed to establish:

- Current overdue service reviews,
- Overdue personal/service outcomes,
- Overdue risk assessments,
- Current outstanding incidents,

Support during internal service audits:

- Use of Excel to identify randomly selected service user records for audit purposes,
- Research LLIMS to examine service user record quality - as directed,
- Examination of paper records at service delivery point(s),
- Prepare and issue service user questionnaires,
- Update individual service audit spreadsheets with audit results,
- Prepare, issue and update service audit action plans.

Quarterly Quality Assurance Returns:

- Assist Quality Assurance and Business Support Manager with coordination of individual service returns and updating of composite Quality Assurance performance report,
- Updating and monitoring of performance 'variance' records.

General Administrative Support:

- Compile and send out excel lists with overdue records,
- Monitor individual service returns and update master quality assurance excel spreadsheets,
- Carry out any further administrative support tasks as directed in support of LinkLiving's Quality Assurance processes,
- Any other reasonable tasks allocated by the Quality Assurance & Business Support Manager.

RELATIONSHIPS

- Service Managers and their teams
- Service Users
- Senior Management Group
- Link Group support services
- Regulatory bodies

The postholder will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. The postholder will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

ACCOUNTABILITY

This post is accountable to the Quality Assurance and Business Support Manager.

PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
SVQ in Business Admin or equivalent		√
KNOWLEDGE / EXPERIENCE & SKILLS		
Experience of coordinating a number of administrative tasks and providing a service over a range of sites.	√	
An understanding of quality assurance and audit framework	√	
Ability to provide 1-2-1 support to staff on systems and processes.	√	
Excellent written and oral communication skills.	√	
Good analytical skills and strong attention to detail	√	
Excellent planning and organising skills	√	
Ability to work on own initiative and as part of a team	√	
Ability to deal with information in a confidential manner in accordance with GDPR and respond with sensitivity	√	
Experience of using care and support information management systems		√
Proficient in using MS Office and database systems	√	
Proven ability to form good working relations, both internally and externally with people at all levels.	√	
OTHER		
Driving licence and access to a roadworthy car		√

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE
<p>COMMUNICATION</p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p>CUSTOMER CENTRED APPROACH</p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p>INNOVATION</p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p>LEADERSHIP</p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p>PERSONAL EFFECTIVENESS</p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>	
<p>PROBLEM SOLVING AND REASONING</p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p>INFORMATION SYSTEMS</p> <p>A functional understanding of Link's core information communication technology – including Microsoft Office and database systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>	

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Quality Assurance Administrative Assistant Salary Range £18,525.00 - £20,244.00 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

Support and Supervision

You will have regular support and supervision meetings with your line manager

Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.

For further information please refer to the disclosure Scotland website -
<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>

