



JOB DESCRIPTION The Richmond Fellowship Scotland

Post:	Quality and Improvement Partner
Location:	Home based with frequent travel required throughout Scotland
Salary:	£38,609
Hours:	35 hours per week, however flexibility may be required in accordance with the organisational requirements.
Annual Leave:	37 days
Reports To:	Head of Development

Post Summary

Quality and Improvement Partners play an important role in enabling The Richmond Fellowship Scotland to develop and maintain high quality services that help the people we support to achieve the things that matter to them. Operating as part of the TRFS Development Team, Quality and Improvement Partners:

- Ensure that The Richmond Fellowship Scotland has a robust system of comprehensive and effective quality monitoring and improvement processes.
- Work in partnership with operational and Head Office colleagues to implement continuous improvement approaches that support our organisational mission and values.
- Develop and design outcomes focused quality systems and processes that help us measure the impact we make in people lives, support organisational governance arrangements and our commitment to continuous improvement.
- Reporting on organisation wide performance (including in relation to key performance indicators; care inspection performance; complaints; supported people and family satisfaction levels etc.)
- Research and share quality and practice improvements throughout the social care landscape and support operational colleagues to meet best practice standards.
- Contribute to the wider work of the Development Team.

Key Responsibilities:

- To support TRFS operational teams and Head Offices Teams to understand and implement the TRFS Quality Framework processes and governance protocols
- To conduct comprehensive service level quality audits and to provide practical quality improvement advice and support.
- To help operational teams conduct service evaluations and develop, implement and monitor annual service improvement plans.
- To gather and analyse data in relation to range of performance indicators and to produce accurate high quality reports for Directorate and Management Committee.
- To contribute to TRFS's suite of care policies and procedures, ensuring they reflect legislative requirements and best practice standards.
- To support our status as a signatory of the Charter for Involvement by championing co-production and facilitating the active involvement of people we support, families and carers, and other stakeholders in quality processes.
- To facilitate our annual satisfaction surveys of people we support and families / carers; bi-annual stakeholder surveys and other stakeholder / customer engagement processes; including gathering, analysing and reporting on organisation wide results.
- To support Area and Team Managers in matters relating to Care Inspectorate service registrations and annual reporting. This includes updating our portfolio of service registrations via the Care Inspectorate portal.
- To maintain accurate records of all TRFS care inspections.
- To triage notifications received through our Safe Call whistleblowing system and maintain our Complaints Tracker.
- To provide timely and accurate updates and briefings to TRFS staff in relation to changes in regulatory or care inspection policy, procedures or standards in relation to service quality.
- To promote a culture of continuous improvement.
- To contribute to organisational communications and business development activities, particularly in relation to providing information and evidence highlighting the impact of TRFS services.
- Contribute to the overall work and appropriate duties of the Development Team.

Organisational

- Contribute to the development of appropriate financial, technical and general databases. Make recommendations to improve the efficiency of database and data reporting mechanisms.
- Contribute to the development of organisational strategy.
- Contribute and input to supervision meetings and ensure to ensure the delivery of work objectives.
- Contribute to the work of the organisation in developing real outcomes for the people we support.
- Ensure that all work is carried out in accordance with the organisations Equal Opportunities Policy and promotes the value of diversity.
- Duties may be varied from time to time following discussion and consultation with the required parties within the organisation.

This job description is not intended to be exhaustive, and the post holder will be expected to demonstrate flexibility in undertaking additional duties as allocated. No major changes will be made to this job description without consultation with the post holder. Depending upon organisational needs you may be required to work at other locations. Should this requirement arise, this will be discussed with you in accordance with the organisation's Internal Employee Secondment and Transfer Policy, a copy of which is available on the intranet.



The Richmond Fellowship
Scotland

COMPETENCY AND PERSON SPECIFICATION FRAMEWORK

PERSON SPECIFICATION – Quality and Improvement Partner

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to Degree Level in relevant subject area. 	<ul style="list-style-type: none"> • Post graduate or professional qualification in quality improvement, research methods, or improvement science. • Qualification in project management

Experience	<ul style="list-style-type: none"> • Significant previous experience (3years+) within a focused quality assurance and improvement role within the social care / health sector. • Demonstrable understanding of the importance and impact of outcomes focused and personalised social care. • Working knowledge of the Scottish social care regulatory landscape including Care Inspectorate and Scottish Social Services Council (SSSC) related activities. • Experience of producing performance reports for multiple audiences including Executive / Board; operational management and teams; external stakeholders; supported people / service users. 	<ul style="list-style-type: none"> • Experience of leading change initiatives in large scale, complex organisations. • Demonstrable experience of supporting Care Inspected services to achieve and maintain high inspection grades (5 and 6). • Experience of drafting organisation care policies and / or practice guidance. • Experience of systems design. • Membership of recognised quality improvement body or community of practice.
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<p>Skills and Abilities Applicable to the Post</p>	<ul style="list-style-type: none"> • Excellent research and analysis skills • Expert understanding of modern improvement methodologies and techniques. • Proven ability to present complex performance data in a variety of formats • Excellent written skills and a proven ability to write for different audiences • Excellent presentation skills including confident and authoritative verbal communication • A high level of technical ability and proficiency • Excellent organisational and record keeping skills • Competent in the use of Microsoft Office applications including Word, Excel and Powerpoint 	<ul style="list-style-type: none"> • Proven ability to manage high volumes of qualitative and quantitative data. • Experience of using digital data management and analysis software. • Experience of writing for publication and the web.
<p>Interpersonal and Social Skills</p>	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to positive relationships at all levels • Strong influencing skills 	<ul style="list-style-type: none"> • Experience of working directly with Care Inspectors and other service regulators.

I understand and agree to work to the terms as indicated on this job description

Name (Print).....

Dated

Signature

Please return a copy of your signed job description for your personnel file