

**Job Description & Person Specification**

**Post: Head of Quality and Improvement**

**Salary Banding: - Level 7 - £38,266 to £41,946.32**

We want to support people with mental illness and mental health difficulties the absolute best we can. To do this we need to make sure that all of our services are reaching their full potential. We want someone to lead us on a journey of continuous improvement in the quality of our services, the processes that underpin high quality delivery and most importantly in ensuring better outcomes for the people we support.

The Head of Quality and Improvement is responsible for helping us identify and disseminate best practice through internal training. The postholder will work collaboratively to explore and develop models of best practice to empower our staff to embed this into their ways of working. They will play a leading role in the design, development and implementation of a case management approach across services.

The postholder is responsible for creating audit tools and approaches to review various policies and processes and ensure that these comply with internal, legal and regulatory standards. They will be instrumental in building a culture of high knowledge, skill, transparency and improvement.

The Head of Quality and Improvement will support our services to better report on their impact. They will work closely with Managers to understand the quality assurance and monitoring needs for services, and will work with other teams to ensure that the work of services is accurately shared. The postholder will uniquely sit in both the operations and the services teams to allow for smooth implementation.

The Head of Quality and Improvement will play a key role in our National Management Team and will help ensure the efficient running of the organisation. The postholder will support the Senior Leadership Team with special projects that will enhance and support the continual development and improvement of the organisation.

**What I do and what I achieve**

* Manage, review and improve processes and reporting for local and national services
* Develop and maintain core organisational information relating to quality on a regular basis and communicate this as appropriate
* Design and deliver sessions, training and resources relating to evidenced-based best practice
* Design and implement reporting and evaluation systems
* Develop and lead on implementing a robust quality model across Support in Mind Scotland
* Contribute to the development of appropriate quality resources, such as standardised templates and guides to be used by Care Registered Services
* Improve the quality of our services through better processes, compliance and reporting
* Work within the operations team to bring a local service point of view to national activities and work in the services team to ensure standardisation and quality
* Work closely with the Director of Services to help drive forward their priorities and strategies
* Work closely with the Director of Operations to enhance our processes and operations across the organisation
* Ensure that we have an accurate and effective reporting system in place for services so we can easily analyse performance and share data with funders
* Enhance and develop a robust safeguarding process which is continually reviewed and updated as needed
* Monitor and ensure the implementation of organisational strategies
* Work on special projects and produce reports as directed by Director of Services, Director of Operations or the CEO
* Line manage staff as appropriate as the organisation continues to grow

**Who I am**

* Knowledge and experience of using and/ or developing quality improvement systems
* Passionate about providing high quality services and person-centred support
* Experienced in designing, implementing and sustaining systems of reporting and programme evaluation
* A problem solver and fixer, someone who can view a challenge as an opportunity
* Understand and have awareness of theories and methodologies of recovery and person-centred support and approaches
* Organised and systematic in your approach but with the ability to be flexible when the need arises
* Communicate effectively with others in a variety of formats
* Positive and outgoing who can build positive and productive relationships with a range of stakeholders
* Understand and communicate why decisions have been made
* Proactive in identifying areas for improvement and able to innovate and develop creative solutions
* Demonstrable experience of working across a number of different projects and managing multiple priorities
* Experienced and comfortable at working with a range of internal and external stakeholders, who is able to understand different perspectives and can be empathic
* Actively contributes to a culture which embraces change
* Assertive and constructive in challenging work practices where appropriate in order to improve outcomes
* Role model positive behaviours and leadership qualities

**General Duties**

* Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
* Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
* As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
* To act in accordance with the charity’s Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
* To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
* To work in accordance with the charity’s national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.