

Role title	Head of Quality
Responsible to	Executive Lead for Operations
Location	Edinburgh or Glasgow

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone. We provide support and information to people with dementia, their carers and families, we campaign for the rights of people with dementia, support vital dementia research and promote positive brain health.

Alzheimer Scotland is committed to fair work and to enabling an environment of trust, integrity and respect, for which everyone in the organisation has a responsibility. We encourage creativity and innovation as we strive to continually improve the ways we support people with dementia, their families, and carers. Our employees and volunteers work collaboratively to provide the best outcomes for those who rely on our services, so that together we can deliver on the charity's vision to make sure no one faces dementia alone.

All Alzheimer Scotland employees and volunteers are encouraged to fully engage in activity within the organisation, and we actively promote an effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in an environment that is safe and supportive.

About the role

The Head of Quality will work in close collaboration with the Executive Lead for Operations to ensure that our registered and commissioned services deliver high quality, safe and compassionate care. The role will be responsible for assuring and improving the quality of our registered and commissioned services by determining and undertaking appropriate scrutiny, assurance and improvement activities aligned with the Care Inspectorate Core Assurances and Alzheimer Scotland's Quality Guarantees and Continuous Quality Improvement Framework.

The role will operate within the Operations Team, and will work collaboratively with Heads of Services, Day Services Manager's, and other relevant staff in local teams. The role has the lead responsibility for continuous improvement in the quality of our services, the processes that underpin high quality, evidence based, person-centred therapeutic support and in ensuring better outcomes for the people we support.

The role includes working collaboratively to explore and develop models of best practice to empower our staff to embed this into their ways of working.

The Head of Quality will lead in the design, development, implementation and continuous assessment and review of audit tools, policies, processes, and quality assurance. That includes ensuring that these are well understood and implemented by all managers and staff of commissioned and registered services. You will ensure that these comply with internal, legal and regulatory standards with emphasis on the Care Inspectorate Core Assurances. You will be instrumental in building a culture of high knowledge, skill, transparency and improvement.

The Head of Quality will support our Registered and Commissioned Services, National Post Diagnostic Support and National Support Services to better evidence, evaluate and report on the

impact and outcomes they deliver. They will work closely with all teams to understand the quality assurance and monitoring needs for services, and the importance of ensuring that the work of services is accurately shared.

As a key member of the Operations Team, you will have a specific responsibility to support the Executive Lead of Operations to deliver on the strategic direction of the organisation and achieve outcomes. You will lead and support National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services teams towards the delivery of a flexible approach to service planning, creating, and enabling a culture of highly effective engagement. You will collaborate with all colleagues including the teams responsible for delivery and development of National Registered and Commissioned Services, Brain Health, National Support Services and Post Diagnostic Support to ensure all elements of the Alzheimer Scotland support pathway are seamless and connected in every area.

In addition, the role will have responsibility for leading the local teams and managers in managing and running our registered day care and commissioned supports to deliver on Alzheimer Scotland's quality guarantees, implementing continuous improvement plans, and evidence best practice and the quality of experience and outcomes for people who use our support services.

The role will have a key leadership role in building sustainable, resilient, therapeutic, commissioned and other services of the highest quality for people with dementia, those at greater risk of dementia, and their families, and carers. You will be responsible for a small portfolio which may include registered day services and commissioned and non-commissioned community supports, such as an outreach service or community connections service, ensuring that they meet Alzheimer Scotland's quality guarantees.

You will place a significant focus on helping others within the organisational structure, specifically to enable and embed a style of management and leadership and close collaborative working that will influence a positive culture of engagement, gives colleagues an effective voice and delivers our vision. The role will ensure that the activities, development, and work of others is enabled through a supportive culture which includes ensuring there are strong links and support for all colleagues. A key responsibility is to provide strong leadership to teams through setting clear objectives and outcomes.

Key responsibilities

Role specific responsibilities

- Manage, review and improve processes and reporting for National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services.
- Develop and maintain core organisational information relating to quality on a regular basis and communicate this as appropriate.
- Work collaboratively with our people, wellbeing and facilities team, including the learning development team to support the learning and development of our people to achieve the highest level of practice.
- Contribute to the design of appropriate quality resources, such as standardised templates and guides to be used by National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services.
- Implement reporting and evaluation systems to improve the quality of our National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services through better processes, compliance and reporting.

- Produce evaluative reports, within required timescales, to include clear evidence-based outcomes that direct and contribute to improvements in the quality of National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services.
- Develop and lead on implementing a robust quality model across Alzheimer Scotland's National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services.
- Apply specialist knowledge, skills and expertise to provide advice and guidance to National Registered and Commissioned Services, National Post Diagnostic Support and National Support Services teams to support continuous improvement in the quality of support delivered.
- Work in partnership with people who use services, family carers and the Care Inspectorate to act as a catalyst for change and innovation and promote the Health and Social Care Standards and good practice guidance.
- Work collaboratively and effectively with a range of stakeholders, including the Care Inspectorate.
- Participate in and support quality assurance activities of the work of the Care Inspectorate.
- To be the registered manager for an identified service(s).
- Where required provide temporary cover for Heads of Services.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures relating to the safe and secure use of sensitive and personal data are always adhered to.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- At all times adopt a positive approach to Alzheimer Scotland's commitment to building a diverse, inclusive and representative Charity in all aspects of our work and seek to remove any barriers, wherever possible, to enable and encourage diverse and inclusive practice and participation.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.
- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: November 2024

Person Specification

Head of Quality

This person specification should be read with the above job description for the post of Head of Quality. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 7 such as SVQ 3 Social Services and Health care or equivalent.	X	
Evidence of relevant knowledge, skills and substantial experience of leading and managing the delivery of services.	X	
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 9 such as SVQ 4 Social Services and Health care or equivalent.		X
Hold an appropriate leadership and management qualification.		X
Knowledge and understanding of dementia and experience of working with people with dementia and carers.	X	
Evidence of leading and managing projects/teams/ peers through successful collaborations.	X	
Senior professional experience, expertise and knowledge of adult social care or health care sector	X	
Knowledge and experience of using and/ or developing quality improvement systems	X	
Experienced in designing, implementing and sustaining systems of reporting and programme evaluation	X	
Understand and have awareness of theories and methodologies of person-centred support and approaches	X	
Knowledge and understanding of the Health and Social Care Standards and SSSC codes of practice	X	
Knowledge/ experience and understanding of the Care Inspectorate and their role in registered services	X	
Ability to self-organise, prioritise and meet deadlines	X	
Ability to analyse problems and develop solutions	X	
Experience of building positive and collaborative relationships with internal and external stakeholders.	X	

Ability to communicate effectively with a range of stakeholders verbally and in writing	X	
Experience of planning, developing, implementing, evaluating and reviewing strategic and operational activities.	X	
Ability to drive the implementation of plans to achieve objectives	X	
Empathetic to the aims and values of Alzheimer Scotland	X	
Competent in the use of Microsoft Outlook and IT systems	X	
Experience of project management including planning, developing, implementing, monitoring, evaluating and reporting on performance and dealing with competing priorities	X	
Full and valid driving licence and access to a vehicle.	X	