

## **Continuous Improvement & User Engagement Manager**

VSA currently have an exciting opportunity available to join our Operations Team as a Continuous Improvement and User Engagement Manager. This will be a **Full-time, Permanent** position and in return, you will receive a competitive salary and benefits.

VSA is a 155-year-old independent social care charity based in the North East of Scotland. We provide a wide range of essential services that support older people, children and families, individuals with mental health and neurodiversity needs, as well as over 2,000 unpaid carers. Our mission is to provide the best of care and support, to enable the community to fulfil its potential.

The Continuous Improvement and User Engagement Manager plays a crucial role in developing, implementing, and overseeing processes to ensure the continuous improvement of services provided by VSA. Central to this role is ongoing engagement with people who use our services, and their families, to ensure they have a genuine role in shaping the service VSA provides. The post holder will be responsible for assessing and enhancing and embedding practice and supporting and developing the quality of leadership and management of services, identifying areas for improvement, and ensuring that the organisation is compliant with all relevant regulatory standards.

**Salary:** £45,000 per annum

**Hours:** 35 hours per week (Monday-Friday)

**Location:** Aberdeen - post holder will be based at our Castle Street HQ but will be required to visit other VSA sites across Aberdeen.

### **Purpose of Role:**

Responsible for ensuring best practice in engaging with service users to place them at the centre of everything VSA does. The post holder will support improvement planning across all services, working with managers to develop robust plans and acting as a critical friend in implementing continuous improvement in response to user needs and best practice and using mechanisms exist and are sustained for them to be heard.

### **Key Duties and Responsibilities:**

#### **Service User Engagement:**

- Develop and implement strategies to embed accessible, ethical and appropriate processes to engage service users and their families,
- Ensure co-production principles are embedded giving service users a genuine voice in decision making,
- Act as a champion for service users rights and inclusion in service improvement

- Collect and analyse service user feedback and contributions to identify trends and areas for improvement.

#### **Performance Management and Appraisal:**

- Service establishments and practices are aligned with service user dependency
- Service staff receive formal induction into role and are supervised in role during their probation
- Service staff receive regular structured supervision and annual appraisal
- Performance management policies are adhered to and followed consistently.

#### **Continuous Improvement:**

- Develop and implement continuous improvement initiatives across all services, ensuring a focus on service user outcomes, efficiency, and best practice.
- Undertake regular audits and reviews of service delivery to identify areas of improvement and recommend appropriate action plans.
- Work closely with service managers and teams to ensure the successful implementation of quality improvements.
- Provide management support when required in the absence of Service Manager.

#### **Compliance Monitoring:**

- Ensuring regulatory compliance across the organisation and supporting improvement.
- Work closely with Quality Assurance, HSE, and Compliance Managers to ensure that compliance processes are embedded within ongoing quality improvement plans.
- Liaise with Service Managers, Quality Assurance, HSE and Compliance Manager to ensure that feedback from internal reviews, audits and inspections is actioned within continuous improvement plans.
- Mentoring new managers with compliance, regulations and standards.
- Liaise with Quality Assurance, HSE and service managers to plan regular and timely internal inspections and audits to assess service delivery against compliance requirements and develop strategies to address any gaps.
- Prepare for external inspections by the Care Inspectorate, ensuring the organisation is fully compliant and continuously improving.

#### **Training & Development:**

- Support the development and delivery of staff training programs focused on improving service quality and adherence to care standards.
- Provide guidance and advice to staff on quality improvement methodologies.

**Data Analysis & Reporting:**

- Collect, analyse, and report on key quality performance data, including service user feedback, compliance results, and audit findings.
- Produce detailed reports on status of improvement planning in response to audits, reviews, and improvement initiatives, presenting findings to senior management, service managers and stakeholders.
- Work closely with service assistant directors and service managers to identify trends and areas of concern in the quality of services and make data-driven recommendations for improvement.

**Stakeholder Engagement:**

- Engage with service users, their families, and other stakeholders to gather feedback on services and identify areas for improvement.
- Foster a culture of continuous improvement and accountability across all levels of service delivery.

**Policy Development:**

- Assist in the development and review of quality policies and procedures, ensuring they remain up-to-date and in line with regulatory changes.
- Advocate for quality standards to be embedded into the culture of the organisation.

**Qualifications/Training/Education:****Essential:**

- Relevant professional qualifications (e.g., in Health & Social Care, Quality Assurance, or Improvement).
- Proven experience in social care service management

**Desirable:**

- Educated to degree level or equivalent professional qualification in a relevant discipline

**Key Skills and Experience:****Essential:**

- Proven experience in continuous improvement, compliance, or assurance within the social care sector.
- Strong knowledge of care standards, including Care Inspectorate regulations, SSSC and other relevant frameworks.
- Experience in recognised continued improvement methodology
- Experience of auditing, reporting, and data analysis, with the ability to make

recommendations based on evidenced findings.

- Strong communication skills, with the ability to engage with and influence stakeholders at all levels.
- Ability to work independently and as part of a team, managing multiple priorities in a fast-paced environment.
- A commitment to delivering high-quality, person-centered care.

**Desirable:**

- Previous experience in a similar role within a large charity or social care setting.
- Experience with service user feedback and engagement processes.
- Familiarity with digital tools for data collection, analysis, and reporting.

**Personal Qualities:**

**Essential:**

- Empathetic and committed to improving the lives of individuals receiving care services.
- Adaptable and able to thrive in a dynamic, fast-paced environment.
- Proactive in identifying and addressing service improvements and opportunities.
- Strong ethical values with a commitment to equality, diversity, and inclusion within services.
- Personal and emotional resilience
- Flexibility
- Ability to tolerate ambiguity and support staff to do so also.
- Leading by example
- Honesty and Integrity
- Self Confidence and a positive approach
- Unafraid to tackle challenges.
- Ability to inspire confidence in others and to coach and mentor staff.
- Assertiveness
- Ability to tackle and challenge poor performance or behaviour.
- Commitment to and understanding of non-discriminatory practice.

**Other Job Requirements:**

- Ability to work flexibly
- Subject to a PVG Disclosure Scotland check
- Valid driving license and have own transport

**Application Notes:**

To apply and find out more about VSA visit our website <https://careers.vsa.org.uk/>