

Job Description: Quality, Compliance and Improvement Coordinator

Terms of Contract: Full time

Location: Edinburgh (with travel across sites in Edinburgh & Lothians)

Accountable to: Head of Corporate Services

Line Management Responsibility: None, unless otherwise agreed

Role of the Quality, Compliance and Improvement Coordinator

To coordinate and monitor quality assurance, compliance, audit and improvement systems across Care Support Scotland.

The post holder will support services to operate safely, effectively and in line with regulatory requirements, Care Inspectorate expectations, the Health and Social Care Standards, SSSC Codes of Practice and Care Support Scotland policies and procedures.

The role will coordinate and undertake internal audits, service audits, medication audits, finance-related audits, health and safety monitoring, incident trend reporting, compliance trackers and continuous improvement activity.

The post holder will support managers to identify areas for improvement, monitor action plans and evidence progress.

Responsibilities of the Quality, Compliance and Improvement Coordinator

Quality Assurance

- Coordinate Care Support Scotland's internal quality assurance framework.
- Support the planning, scheduling and monitoring of internal audits.
- Support the development and maintenance of audit tools and quality assurance processes.
- Analyse audit outcomes to identify trends, themes and areas for improvement.
- Produce quality reports, dashboards and summaries for managers and the Senior Leadership Team.
- Support services to evidence compliance, improvement and good practice.
- Promote a culture of continuous improvement across services.

Service Audits

- Coordinate / undertake audits across Care Support Scotland services.
- Monitor the completion of planned service audits.
- Support audits relating to support plans, daily notes, reviews, personal outcomes, risk assessments, medication, finance, incidents, health and safety, training compliance and supervision compliance.
- Liaise with Service Managers and Team Leaders to gather evidence and clarify findings.
- Provide feedback and recommendations following audits.
- Monitor action plans arising from audit findings.
- Escalate areas of concern, non-compliance or repeated findings to the relevant manager.

Regulatory Compliance

- Support and update information on the Care Inspectorate website relating to services.
- Support services to prepare for Care Inspectorate inspections.
- Coordinate the collation of evidence required for inspections and regulatory visits.
- Monitor Care Inspectorate action plans and improvement requirements.
- Support managers to evidence progress against inspection outcomes and internal quality actions.
- Support compliance with the Health and Social Care Standards and SSSC Codes of Practice.
- Identify and escalate regulatory risks or areas of non-compliance.
- Support the organisation to maintain readiness for inspection and external scrutiny.

Medication and Care Governance

- Coordinate medication audits across services.
- Monitor medication audit completion, findings and action plans.
- Identify trends, recurring issues and areas requiring additional support.
- Liaise with managers regarding medication-related improvement actions.
- Support learning from medication incidents and audit findings.
- Ensure medication-related evidence is recorded and reported appropriately.
- Escalate significant medication concerns in line with organisational procedures.

Health and Safety

- Undertake Health and safety audits and visits.
- Support the coordination and monitoring of health and safety compliance across services.
- Maintain health and safety trackers and risk assessment registers.
- Support services to keep required health and safety records up to date.
- Coordinate accident and incident reporting processes where required.
- Monitor incident and accident trends and support learning from these.
- Support the administration of health and safety systems, including alerts, actions and reporting.
- Liaise with external health and safety providers where required.
- Support the monitoring of fire safety, first aid, legionella, lone working, defibrillators and other statutory checks.
- Support the coordination of first aid, IOSH, NEBOSH or other relevant health and safety training where required.
- Escalate health and safety risks or outstanding actions to the relevant manager.

Compliance Monitoring and Action Plans

- Maintain compliance trackers across key organisational and service areas.
- Monitor completion of actions arising from audits, inspections, incidents, health and safety reviews and internal quality checks.
- Follow up with managers regarding overdue actions.

- Escalate high-risk or overdue actions appropriately.
- Support the development of improvement plans and evidence of completion.
- Ensure agreed actions are monitored until closed.

Reporting and Improvement

- Produce monthly quality and compliance dashboards.
- Prepare reports on audit findings, incident trends, health and safety compliance and improvement actions.
- Identify themes and learning across services.
- Support lessons learned reviews following incidents, complaints, inspections or audit findings.
- Share good practice and improvement learning across services.
- Support quality improvement projects as agreed with the Senior Leadership Team.
- Contribute to organisational assurance reports for SLT and Board where required.

Complaints, Incidents and Learning

- Support the monitoring of complaints, concerns, incidents and accidents where required.
- Assist with identifying trends and learning from complaints and incidents.
- Support the collation of evidence and action updates linked to complaints or investigations.
- Promote learning and improvement following complaints, incidents and audit outcomes.
- Ensure significant risks or themes are escalated appropriately.

Joint Working

- Work collaboratively with Service Managers, Team Leaders, Support Workers, Senior Leadership Team, People and Culture, Finance, Corporate Services and external partners.
- Support managers to understand audit findings and required improvements.
- Provide practical support and guidance to services in relation to quality, compliance and improvement.
- Liaise with external providers, landlords, contractors or regulatory bodies where required in relation to compliance and safety.
- Contribute to a consistent approach to quality and compliance across Care Support Scotland.

General

- Work across Care Support Scotland services as required to support quality, compliance and improvement activity.
- Maintain accurate records of audits, findings, action plans and evidence.
- Always ensure confidentiality and appropriate information handling.
- Support / undertake policy development and implementation by identifying areas where practice does not align with national or organisational best practice and expectations.

- Undertake such additional duties as directed by your line manager that would reasonably be expected of someone at this grade.

Diversity

- Represent and protect diversity through valuing everyone's contribution, integrating diversity into all that you do and promoting its core values.

Self-Management

- Use own initiative to manage time effectively, keeping work up to date and prioritising urgent tasks.
- Recognise that you are accountable and responsible at all times in your role.
- Create a positive image of cooperation, respect and goodwill in every aspect of your work.
- Undertake continual professional development and participate in learning relevant to quality, compliance, audit and health and safety.
- Record information as required by the Health and Social Care Standards, SSSC Codes of Practice and Care Support Scotland policies, procedures, guidelines and protocols.
- Abide by the Health and Social Care Standards and Scottish Social Services Council Codes of Practice in all work undertaken.
- Be aware of current Health and Safety policies and take responsibility for your own safety and that of others.
- Apply Care Support Scotland values of Respect, Compassion and Thrive to all aspects of your work.
- Apply the mission statement of providing expert services that make a positive impact for people who require support with independent living.

This job description is not an exhaustive list of tasks.

Person Specification

Essential

- SVQ 3 or above in social care.
- Experience in quality assurance, compliance, audit, administration or operational support.
- Strong attention to detail and ability to maintain accurate records.
- Ability to coordinate audits, trackers, action plans and reports.
- Good understanding of social care quality, compliance or regulatory expectations.
- Strong written and verbal communication skills.
- Ability to analyse information and identify themes or trends.
- Confident using Microsoft Office and organisational systems.
- Ability to work with managers and services to gather evidence and follow up actions.
- Ability to manage competing priorities and meet deadlines.
- Ability to escalate concerns appropriately.
- Commitment to continuous improvement and person-centred services.
- Commitment to Care Support Scotland's values.

Desirable

- Experience working in social care, supported living, housing support, care at home or third sector services.
- Understanding of Care Inspectorate requirements.
- Understanding of the Health and Social Care Standards and SSSC Codes of Practice.
- Experience coordinating medication audits, service audits or health and safety audits.
- Experience using audit tools, compliance trackers or quality dashboards.
- IOSH or other health and safety training, or willingness to undertake relevant training.
- Experience supporting inspection preparation or improvement planning.

Please note:

It is Care Support Scotland's policy to encourage the personal development of staff. Care Support Scotland will support staff in line with the requirements of the job and the responsibilities of Care Support Scotland.

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development.

You will receive regular and responsive social care supervision from your line manager.