

Service Improvement Officer Grade 10

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The structure for Health and Care provides a clear focus on 3 defined areas:

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

The Service Improvement Officer role is situated within the Adult Social Care and Safeguarding service, which delivers operational assessment and case management arrangements in respect of adult social care and safeguarding across Staffordshire delivered by both Staffordshire County Council and Midlands Partnership Foundation Trust. The service ensures that adult social care statutory requirements are met; services are person centred and outcome focused to meet eligible care needs in the most cost-effective means.

The role will also work closely with Care Commissioning and Public Health and Prevention to ensure we have consistent quality and performance management arrangements across the directorate.

Reporting Relationships

Responsible to: Quality & Performance Manager

Responsible for: Consultation & Engagement Officer

Key Accountabilities:

1. Delivering and designing flexible approaches to the delivery of performance and quality management information and business processes.
2. Supporting the continuous improvement of practice guidance, systems and processes to support the adult social care pathway, including analyzing issues, and completing data analysis to recommend and implement actions to resolve issues.
3. Under the direction of the Quality & Performance Manager support the completion of self-assessments, including collating documentary evidence, and communicating and engaging with ASC teams to

understand and evidence good practice and identify areas for improvement.

4. Develop effective operational working relationships with operational adult social care practitioners to understand current operations and support the implementation of change and improvements.
5. Delivering high quality and meaningful management information to support decision making at all levels of operational management.
6. To research, draft, communicate and implement policy and guidance documents within the service in conjunction with commissioning colleagues and the Principal Social Worker; ensuring that policy and guidance remains consistent, up to date in line with best practice and legal changes.
7. Under the guidance of the Quality & Performance Manager, implement regular quality assurance and audits to test compliance with all policies, standards, procedures and the regulatory framework and standards.
8. Complete focused investigations into performance areas or areas of complaints/concerns: including case study audits and analysis of data to produce recommendations, and deliver actions, to improve performance.
9. To deliver or support, as appropriate, change projects as part of the delivery plan for Adult Social Care.
10. Complying with all Adult Social Care Policies and guidance, including safeguarding.
11. To undertake any other duties required, which are commensurate with the grading of the post.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.





The content of this Job Description and Person Specification will be reviewed on a regular basis.


Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <p>Educated to:</p> <ul style="list-style-type: none"> ○ degree/HND standard or possessing an equivalent professional qualification or equivalent by experience. <p>And/or</p> <ul style="list-style-type: none"> ○ Professional Social Work qualification (Dip SW, CQSW, CSS) or other Social Work Qualification where certified by the HCPC ○ Registration with the Health and Care Professions Council ○ To have successfully completed the PQ Award or be in the process of doing so. <p>And/or</p> <ul style="list-style-type: none"> ○ professional nursing qualification registered with NMC <p>Evidence of continuous professional development</p>	<p>A</p> <p>A/I</p>
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge and understanding of current legislation and regulation relating to adult social care, including safeguarding • Strong knowledge of the adult social care pathway (assessment, planning and review) • Experience of working within performance frameworks and an ability to understand, interpret and analyse data sets • Experience of performance management to drive improvements both internally and externally • Experience of researching policy and practice guidance to deliver service improvement 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<ul style="list-style-type: none"> • Experience of managing and delivering change projects within an adult social care environment 	A/I
	<p>Skills</p> <ul style="list-style-type: none"> • A high level of personal drive and integrity and ability to work as part of a team to contribute to service outcomes and the ability to work autonomously. • Strong interpersonal skills enabling the post holder to communicate, engage and implement operational changes with internal and external practitioners and service users • Ability investigate issues and solve problems in a changing and complex service environment. • Ability to meet agreed service objectives and delivery targets, prioritise work and manage competing demands • Excellent communication skills including drafting reports to the Health and Care Senior Leadership Team in relation to evolving social work practice. • Good ICT skills 	<p>A&I</p> <p>I</p> <p>A& I</p> <p>I</p> <p>I</p> <p>A&I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Shared Services on 01905 947446**