



## Quality Assurance Officer – Scotland

### Job Description

#### **Purpose of the job:**

To support implementation of the Quality assurance processes within Scotland and to support all services to achieve excellent quality standards.

To ensure that AI Scotland services are compliant with regulatory standards and work within the parameters of the Autism Initiatives Way.

To liaise with Area Managers and Team Leaders and initiate the process for improvement plans where necessary.

To participate in quality assurance audits.

This role will include travel throughout Scotland and occasionally to our Head Office in England.

#### **Summary of main responsibilities:**

- To support the review, the development and the implementation of AI's Quality Assurance systems within Scotland
- Provide procedural guidance on day-to-day service processes in line with Autism Initiatives, Care Inspectorate guidelines and regulations and any other regulatory requirements
- Promote and encourage a culture of continuous development and improvement across all departments in Scotland
- Support and promote the involvement of service users and other stakeholders in our Quality Assurance processes
- Responsibility for developing and maintaining a quality audit schedule across the services in line with AI and regulatory standards
- Support the quality assurance auditors

- Conduct Internal audits of service procedures to evaluate compliance and provide a non-conformance report to the management team.
- To work with and support the managers following CI inspections to devise and implement action plans
- Ensure that CI/ASP notifications are completed in a timely manner – themes and volume will inform quarterly report
- To support the managers in implementing actions as noted within each service development plan
- Collate information on quality statistics, themes and action plans across the organisation to report to the Director and SMT as required
- To produce high quality audit reports, action plans and quality assurance reports as required
- Update documentation in line with legislation and good practice.
- Maintain Scotland's matrix following inspections and ensure all actions are adhered to.
- Ensure there is a process to ensure timescales are met when responding to actions highlighted within inspection reports and these are adhered to.
- Ensure that all Scotland documentation is clearly laid out on the AI intranet and in line with legislation and good practice
- Involvement in maintaining or developing external quality accreditations as required (e.g. Care Inspectorate, Investors in People)
- Organise and attend quarterly QA meetings
- Co-ordinate Business Partnership meetings with the Area Managers and Team Leaders to discuss quality standards within their specific services
- Attend QA co-ordinator meetings with the Head of Quality Assurance

### **Complaints and investigations:**

- To be the point of contact for complaints that are made to Scotland Head Office
- To ensure complaints are administered as per policy

- To conduct investigations as required
- Provide monthly and annual reports, to the Director, on complaints and investigations

### **Team Work:**

- To support staff learning through the delivery of training and cascading information on good practice and legislation
- Ensure that new staff/team leaders are inducted to the service in accordance with organisational procedures
- Work in accordance of agreed policies and procedures
- Develop good links with Area Managers and Team leaders
- Liaise with individuals and organisations external to Autism Initiatives in a professional and appropriate manner

### **Personal Development:**

- Keep up-to-date with legislation and good practice
- Training will be provided through staff meetings, supervision, internal and external learning opportunities
- He/she will be expected to become involved in the training of staff in relation to compliance with regulations. The post holder will also be expected to feed back to other members of the SMT, the information and knowledge gained from any training attended

### **As an employee of Autism Initiatives the post holder will also be expected to:**

- Contribute to the maintenance of a safe and healthy working environment.
- Successfully complete induction training and probationary targets.
- Contribute to the protection of individuals from abuse (sexual, emotional, physical, and financial).
- Positively promote professional and communicative relationships within the organisation, with colleagues, with other professionals and agencies, with families and the wider community.
- Positively promote the organisation, its services and the needs of people with autism in general.
- Fully participate in systems which ensure full attention to confidentiality, equal opportunity and anti-discriminatory practice.

- Seek to maintain and develop their own understanding of autism, its implications and appropriate interventions.
- Seek to develop own skills and undertake training as required by post.
- Promote professional standards of service delivery in accordance with policies and procedures.
- Ensure that all administrative functions appropriate to the post are carried out in accordance with stated policy and procedure and that appropriate records are maintained.
- Work with and contribute to the appropriate support of volunteers.
- Mentoring, guidance and support other staff with similar responsibilities.

These key tasks are not intended to be exhaustive but highlight a number of the major tasks and responsibilities of the post.

It is the nature of the work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises that tasks which are not specifically covered in their job description, have to be undertaken.

These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent aspect of the job, it will be included in the job description in consultation with that post holder.

The job description may also be reviewed in light of changing service needs or developments in consultation with the post holder.

To complete any other duties and responsibilities when requested, which are commensurate with this role.



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### Person Specification

#### **Essential:**

- Attention to detail
- Excellent report writing
- Ability to produce documents to a high standard
- Ability to communicate effectively to internal and external stakeholders
- Knowledge of the Care Inspectorate and Scottish Social Services Council (SSSC)
- Excellent organisational skills
- Ability to work to deadlines
- Passion for improving services to autistic people

#### **Desirable:**

- Educated to degree level
- Previous experience of working within a quality assurance context
- Knowledge of IIP
- Experience of dealing with complaints