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| Position: | Quality Coordinator | | | |
| Hours: | 80 | | | |
| Reporting to: | General Manager | | | |
| Team: | Service Leadership Team | | | |
| Location: | Head Office | | | |
| Staff Responsibility: | Number of Direct Reports | 0 | Number of indirect reports | 0 |
| Effective Date: | To be confirmed | | | |

SILC is a Charitable Trust that Supports Disabled People to live “Full, Meaningful and Inclusive Lives”

Position Purpose

To manage systems, data integrity and reporting to support all operations for SILC services and to provide administrative support to the General Manager and the Service Leadership Team to support efficient delivery of SILC services.

Key Accountabilities

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| Client Record management | <ul style="list-style-type: none"> • Setting up all client records (hard copy and electronic) • Manage integrity of data in IPlanit and supporting the uptake, functional skill and internal processes for IPlanit users. • Supporting line managers in their use of electronic client records. • Ensure timely transition of client records between services, ceasing and archiving. |
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Position Description

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| | <ul style="list-style-type: none"> • Develop and maintain rules/naming conventions etc are followed when staff enter data into electronic records. |
| Compliance Quality and Reporting | <ul style="list-style-type: none"> • Manages contract compliance reporting calendar • Develops and collates contract compliance reports and delivers to funders once approved. • Maintains Sharepoint records of all completed compliance reports. |
| Service Delivery Compliance and Reporting | <ul style="list-style-type: none"> • Manages the annual process of review of Service Agreements • Tracks and reports on compliance with Individual Support Planning process, Safeguarding and Goal setting/progress. • Supports external contractors completing Ad hoc audits such as Basic Assurances and Personal Outcome Measures. • Adhoc reports as required |
| Service Committees Coordination and Support | <ul style="list-style-type: none"> • Manages meeting calendar, invites and venue bookings • Collates, distributes and files documents. • Manages meeting agendas, meeting action registers, tracks outstanding actions • Manages document controls and ensures compliance with contracts and standards as required. |
| Financial reconciliation of the monies of people we support | <ul style="list-style-type: none"> • Manage the oversight process of managing peoples monies. • Conduct monthly ledger reconciliation of peoples spends. • Process all desk banking transactions on SILC administered accounts. |
| Administration support to Learning and Development Programme | <ul style="list-style-type: none"> • Provide administrative support to the Learning and Development Coordinator and the Outcome Manager. • Manage training calendar for SILC's training programmes • Plan and schedule induction for new staff and manage distribution for Staff Training Resource booklets. • Track compliance for reviewable training programmes. • Liaise with external trainers to book and coordinate training and venues • Maintain HR database for all training records. • Produce training reports as required. |
| General Administration | <ul style="list-style-type: none"> • Support to General Manager and Service Leadership. • Manage general communications to people we support and families |
| Health and Safety | <ul style="list-style-type: none"> • Ensures an understanding of SILCs Health and Safety Programme and follows all Policies and Procedures. |

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| | <ul style="list-style-type: none"> • Takes personal responsibility for Health and Safety. |
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Ideal Person Specification

Knowledge, experience, skills and attributes

| Required | Desirable |
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| <ul style="list-style-type: none"> • 5 years' experience in a variety of digital systems administration and management • Capable and willing to learn and work with a variety of electronic processing systems and databases. • A proven ability to apply the utmost discretion in dealing with sensitive issues and managing confidential personal information. • Advanced user of all other Microsoft Office applications. • Ability to develop and produce clear, succinct verbal and written reports. • Ability to problem solve and confidence to suggest solutions or ideas. • Ability to communicate with a wide range of people from diverse backgrounds. • Ability to build strong collaborative relationships throughout the organisation and works with team members to achieve common goals. • Ability to operate in a transparent and proactive manner and to manage competing priorities. • Ability to work equitably with multiple managers and manage relationships without favour. | <ul style="list-style-type: none"> • Previous experience in the disability sector. |

Core Competencies

| Competency | Description |
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Position Description

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| Accuracy and Attention to Detail | Possess the ability to work quickly while maintaining accuracy. They understand how the work they are doing fits within the broader picture and can identify errors or conflicts as they occur. |
| Innovation | Apply original thinking in approach to their work responsibilities and to the advice they give on improvements to processes, methods, systems, or approaches. |
| Problem Solving & analytical Skills | Able to problem solve, work through issues and propose improvements in outcomes and efficiency |
| Communication skills | Can communicate a range of information and ideas effectively, both in writing and orally, to different audiences using language and style that is appropriate to the particular audience and context. Able to communicate with a range of people from diverse backgrounds and skilled at relationship building |
| Planning, organising & self-management | Ability to establish courses of action for themselves that will ensure specific tasks or goals are achieved to a high quality, using appropriate resources, in a timely manner, especially when working under pressure. |
| Teamwork | Recognise the value of teamwork and establishing and maintaining effective relationships to achieve goals. Possesses the ability to participate and contribute effectively to the achievement of the organisation's strategic objectives and a constructive, positive and collaborative work environment. Able to work collaboratively across the business when the need is required, especially when outcomes impact other teams at SILC |
| Professionalism and organisation commitment | Aligns their behaviours with the values, priorities and goals of the organisation and encourage others to do the same. Demonstrate the highest standards of personal and professional behaviour while doing their work and engaging with stakeholders |

Name:

Signed:

Date:

Position Description