



1. JOB IDENTITY

Post Title:	Continuous Improvement Officer	Service:	Health & Social Care Partnership
Section:	Service Improvement	Grade:	Practitioner K
Reports to:	Senior Improvement Officer		

2. JOB PURPOSE

To support the implementation of systematic continuous improvement across the Aberdeenshire Health and Social Care Partnership, using the approved Health and Social Care improvement programme, methodology and techniques in conjunction with the Senior Improvement Officer.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Facilitate, train and support a number of work-teams across different functions on a continuing basis in the implementation of the Health and Social Care Improvement programme
- Train Health and Social Care Team Members in improvement principles and techniques
- Facilitate and support the teams' improvement programmes and projects
- Monitor, report and evaluate teams progress to the Senior Improvement Officer
- To identify and implement corrective action to keep projects on track and achieving outcomes
- Provide advice and guidance to the teams in their pursuit of continuous improvement
- Assist Senior Improvement Officer in identifying and prioritising improvement

4. QUALIFICATIONS AND TRAINING

Essential:

- Academic achievement to honours degree level in a relative discipline or equivalent transferable experience and skills

Desirable:

- Record of post graduate training or qualification

5. EXPERIENCE

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| Essential | <ul style="list-style-type: none">• Experience of working in a public sector / complex business environment and demonstrating a passion for improvement• Experience of process improvement• Experience of team based improvement and change• Effective presentation and facilitation skills• Competent in the use of ICT with knowledge and experience of Microsoft Office with the ability to manipulate, extract and present information and accurately summarise document |
| Desirable | <ul style="list-style-type: none">• Knowledge and experience of the application of improvement methodologies and tools i.e. Lean, Six Sigma• Experience of designing improvement solutions |

6. KNOWLEDGE AND SKILLS

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| Essential: | <ul style="list-style-type: none">• Good understanding of the Health and Social Care Service functions• Technical knowledge and experience of continuous improvement practices• Good standard of report writing skills• Team player, but able to work under own initiative with high degree of confidentiality and integrity• Must have strong verbal communication skills and be able to deal with a diverse range of employees and partners• Ability to organise self, identify priorities and deliver on time to agreed standard• Possess a good level of analytical, research skills• Self-motivated with a positive approach and able to promote good team working and motivate other• Ability to travel |
| Desirable: | <ul style="list-style-type: none">• Effective presentation and facilitation skills• Six sigma project experience• Coaching experience |

7. ADDITIONAL REQUIREMENTS

Criminal Records Checks for Employment	Not applicable to this post
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<p>Driving Compliance</p>	<p>Authorised Car User It is a material condition of employment for this post that the employee has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments.</p>
<p>Politically Restricted</p>	<p>Not applicable to this post</p>
<p>Work Smart</p>	<p>This position is designated as a 'Flexible/Fixed/Mobile/Home' post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/</p>

AGREED