

# Scottish Vocational Qualification

## Leadership and Management for Care Services Level 4

Awarded by **The Scottish Qualifications Authority**

Accredited from 1 April 2008 to 31 March 2013

Group award number: G8W8 24

### Standards

This SVQ is based on standards developed by the Scottish Social Services Council. The Scottish Social Services Council represent a wide variety of people working in a broad range of occupations within the national health, personal and social services, special needs and community work sector.

*\* The first code (6 digit) indicates the SQA unit code. The code in brackets indicates the National Occupational Standards unit code. The total number of units required is 8.*

### Structure of the SVQ

The way the SVQ is made up is shown below. The unit title appears in bold and the elements that make up each unit are listed under the unit title.

#### Mandatory units

Candidates must complete all **four** units:

##### **F36C 04 (LMC A1)**

**Manage and develop yourself and your workforce within care services**

- 1 Manage and develop self in management and leadership roles
- 2 Manage and develop workers through supervision and performance reviews
- 3 Lead and manage continuous improvement in the provision
- 4 Enhance the quality and safety of the provision through workforce development.

##### **F36D 04 (LMC B1)**

**Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people**

- 1 Lead and manage provision that complies with legislation, registration, regulation and inspection requirements
- 2 Lead and manage provision that promotes the rights and responsibilities
- 3 Lead and manage provision that protects people.

##### **F36E 04 (LMC C1)**

**Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements**

- 1 Implement and monitor compliance with health and safety requirements
- 2 Promote a culture where needs and risks are balanced with healthy and safe practice
- 3 Monitor and review systems, procedures and practice for the management of risk.

**F36F 04 (LMC E1)****Lead and manage effective communication that promotes positive outcomes for people within care services**

- 1 Manage effective communication
- 2 Ensure that management information systems support the delivery of positive outcomes for people and the provision
- 3 Manage and maintain recording and reporting systems and procedures and use them effectively.

**Optional units – Candidates must complete 4 optional units.****Optional Units****F36G 04 (LMC A2)****Facilitate and manage change within care services through reflective, motivating and flexible leadership**

- 1 Develop and lead the implementation of a shared vision for your provision
- 2 Develop a culture that is open and facilitates participation
- 3 Promote a positive image of your provision and its contribution to the lives of people.

**F36H 04 (LMC A3)****Actively engage in the safe selection and recruitment of workers and their retention in care services**

- 1 Review the requirements for the safe selection and recruitment of workers, and their retention
- 2 Actively engage in the safe selection and recruitment of workers
- 3 Implement systems, procedures and practice to support retention.

**DK9K 04 (LMC A4) (HSC446)****Manage a dispersed workforce to meet the needs and preferences of individuals at home**

- 1 Manage the work of staff in an individual's home
- 2 Supervise and support staff to ensure that health and care services are meeting individual needs and preferences
- 3 Respond to day-to-day changes and emergencies.

**DR3Y 04 (LMC A5) (MSC D6)****Allocate and monitor the progress and quality of work in your area of responsibility**

*(This Unit has no elements)*

**F36J 04 (LMC B2)****Lead and manage provision of care services that promotes the wellbeing of people**

- 1 Lead and manage provision that involves people in decisions about the outcomes they wish to achieve
- 2 Lead and manage provision that promotes people's social, emotional, cultural, spiritual and intellectual well being
- 3 Lead and manage provision that promotes people's health.

**F36K 04 (LMC B3)****Manage provision of care services that deals effectively with transitions and significant life events**

- 1 Implement systems, procedures and practice to support people through transitions and significant life events

- 2 Lead and manage provision that supports people to deal effectively with transitions and significant life events
- 3 Implement and review systems, procedures and practice for sharing information on transitions and significant life events.

#### **F36L 04 (LMC B4)**

##### **Manage provision of care services that supports parents, families, carers and significant others to achieve positive outcomes**

- 1 Manage effective working partnerships with parents, carers, families and significant others
- 2 Manage systems and procedures to involve parents, carers, families and significant others
- 3 Support workers to manage situations where there is conflict.

#### **F36M 04 (LMC B5)**

##### **Manage and evaluate systems, procedures and practices for assessments, plans and reviews within care services**

- 1 Ensure that workers are competent to carry out assessments, plans and reviews
- 2 Manage the involvement of people in evaluating the effectiveness of assessments, plans and reviews
- 3 Evaluate systems, procedures and practices for reviewing the effectiveness of assessments, plans and reviews.

#### **F36N 04 (LMC B6)**

##### **Lead and manage provision of care services that promotes the development of children and young people**

- 1 Implement and monitor policies, systems, procedures and practice for the development of children and young people
- 2 Lead and manage provision that supports children and young people's development and achievements
- 3 Lead and manage provision that promotes development through engagement, relationship-based, child centred practice.

#### **F36P 04 (LMC B7)**

##### **Lead and manage group living provision within care services**

- 1 Develop the physical environment
- 2 Plan, implement and review daily living programmes
- 3 Use group procedures to promote positive outcomes for people
- 4 Manage a provision that promotes group care as a positive experience.

#### **F36R 04 (LMC B8)**

##### **Lead and manage provision of care services that promotes positive behaviour**

- 1 Implement and monitor behaviour policies, systems, procedures and practices
- 2 Promote positive behaviour
- 3 Support workers to promote positive behaviour.

#### **DK6A 04 (LMC C2) (HSC450)**

##### **Develop risk management plans to support individual's independence and daily living within their home**

- 1 Prepare to carry out risk assessments
- 2 Carry out risk assessments
- 3 Develop, agree and regularly review risk management plans for individuals.

**F36S 04 (LMC D1)**

**Lead and manage work for care services with networks, communities, other professionals and organisations**

- 1 Manage effective working relationships with networks and communities
- 2 Create and maintain effective working relationships and partnerships with other professionals and organisations
- 3 Contribute to the development of local strategies and services.

**F36T 04 (LMC D2)**

**Manage workers within care services who are based in external multi disciplinary teams**

- 1 Establish and manage relationships to support workers based in external multi-disciplinary teams
- 2 Promote effective procedures, protocols and practices for workers based in external multi-disciplinary teams
- 3 Ensure workers based in multi-disciplinary teams have opportunities for continuing professional development.

**F36V 04 (LMC D3)**

**Lead and manage inter-professional teams within care services**

- 1 Promote effective inter-professional team working
- 2 Ensure effective relationships with supervisors from other professions
- 3 Promote effective team working.

**F36W 04 (LMC E2)**

**Identify, implement and evaluate systems, procedures and practice within care services that measure performance**

- 1 Identify indicators and methods to measure the performance of the provision
- 2 Implement and monitor systems, procedures and practice to measure performance
- 3 Evaluate performance measurement systems, procedures and practice.

**F36X 04 (LMC E3)**

**Monitor and manage the quality of the provision of care services**

- 1 Implement systems, procedures and practice to meet quality standards
- 2 Develop a culture for promoting quality in which everyone participates
- 3 Implement, monitor and review quality systems, policies and procedures.

**F36Y 04 (LMC E4)**

**Lead and manage provision of care services that promotes opportunities, identifies constraints and manages risk**

- 1 Identify and evaluate opportunities and constraints for the future development and viability of your provision
- 2 Evaluate the nature and significance of any risks to your provision
- 3 Assess and manage risk for the continuing development and viability of your provision.

**F370 04 (LMC E5)**

**Plan operations and manage resources to meet current and future demands on the provision of care services**

- 1 Develop and review operational plans for the provision
- 2 Manage time and resources to deliver positive outcomes for people
- 3 Evaluate whether and to what extent resources meet current and future demands.

THIS IS AN EXCLUDED COMBINATION WITH LMC E7

**F371 04 (LMC E6)****Contribute to the strategic policies of care services**

- 1 Evaluate the impact of strategic policies on the provision
- 2 Evaluate and implement strategic plans for the development of your provision
- 3 Provide feedback on strategic policies to influence the direction of the service.

**F372 04 (LMC E7)****Develop, implement and review business plans and planning for the provision of care services**

- 1 Develop a business plan for your provision
- 2 Implement, monitor and review the business plan
- 3 Evaluate policies, procedures and practices for the business planning.

**DR5T 04 (LMC E8) (MSC E2)****Manage finance in your area of responsibility**

*(This Unit has no elements)*

**F373 04 (LMC E9)****Manage procedures within care services for making, responding to and learning from comments and complaints**

- 1 Implement and review systems, procedures and practice for the receipt of comments and complaints
- 2 Ensure that lessons are learned from comments and complaints
- 3 Evaluate the effectiveness of complaints systems, procedures and practice.

**F374 04 (LMC E10)****Ensure policies, procedures and practice for the conduct of workers within care services are adhered to**

- 1 Ensure conduct within the provision complies with legislation, regulation, inspection and organisational requirements
- 2 Implement disciplinary and grievance procedures
- 3 Arrange, conduct and report on disciplinary hearings.

**DR5J 04 (LMC E11) (MSC F1)****Manage a project**

*(This unit has no elements)*

**DT4K 04 (LMC E12) (MSC F2)****Manage a programme of complementary projects**

*(This unit has no elements)*

**F375 04 (LMC E13)****Market, cost and contract to ensure the viability of the provision of care services**

- 1 Identify potential markets and cost services
- 2 Negotiate contracts to ensure the continuing development and functioning of the provision
- 3 Monitor and evaluate marketing and contracting systems, procedures and practices for the provision.

There may be publications available to support this SVQ. For more information, please contact the Sales section below or visit our website at [www.sqa.org.uk](http://www.sqa.org.uk)

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