

Job specification



Job title: Team Manager Quality Assurance Unit

Service: Independent Safeguarding and Quality Assurance Service

Grade: G12

Reporting to: Service Manager

Your job

You will provide leadership and management to a team of experienced Service Improvement Managers ensuring the implantation of the quality assurance framework for the whole service. You will ensure the delivery of regular audit cycle, deep dive activity, and thematic areas to support the continuous improvement of practice across the whole service.

Supporting the Service Manager and Service Lead you will be central to testing practice to evidence progress in relation to our whole service improvement plan, with a specific focus on the adaption of signs of safety practice model.

You will develop and deliver effective mechanisms to share best practice and coordinate support for the team to work alongside areas of the service to implement change / improve practice as a direct result of the QAU activity.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Enhance the existing quality assurance framework to ensure that successful implementation of Signs of Safety Practice Model.
- Embed the delivery of the QAU framework
- Contribute significantly to the readiness of the LA for the ILACs Inspection
- Develop a social care carer pathway from student to practice manager, embedding the KSS
- Ensure that the service is responsive, dynamic and agile to areas of practice that requires improvement by working directly with services and teams to raise standards
- Lead the development of service user engagement / feedback to triangulate insight and to drive continuous improvements
- Develop robust learning opportunity from the best / weak practice across the whole service
- Working collaboratively with WSGB ensure the implementation of learning from rapid, local and SCRs that lead to improvements in practice across the service

On an ongoing basis you will:

- Be the responsible line manager for Service Improvement and Complaints Manager

- Provide quality assurance quarterly and annual reports that provide an analysis of current practice standards, recommendations and with managers across the service drive improvements in practice
- Undertake line management duties the team, providing high quality supervision through the MyTime process, ensuring that staff are supported and that children's plans are progressing and achieving positive outcomes
- Closely monitor and appropriately challenge practice within Children's Social care and partner agencies to ensure that responsibilities are fulfilled in line with national social work legislation/ guidance and local good practice standards
- Be responsible for addressing any complaints / allegations of information data breach made in relation to the service, ensuring that they are appropriately, timely and sensitively considered and investigated, and wherever possible informally resolved
- Establish, monitor, audit and evaluate standards of service performance taking into account the outcomes achieved by children, young people and families. Monitor performance against national and local priorities and provide timely feedback to individuals and the teams
- Prepare reports on service area and activity, and service development for Elected Members, Senior Managers and others as required, specifically reporting performance data to the Children's Performance Group regarding Children's Social Care performance
- Ensure effective and appropriate working relationships across the Child Protection and Looked After children systems, particularly with Children's Social Care, ensuring that all concerns escalated by the Independent Safeguarding Service are evidence based and in accordance with the Practice Alert and Notification Procedure
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- A appropriate qualification with significant post-qualification experience and registration as appropriate
- Extensive experience within performance management or quality assurance system
- Extensive knowledge / application of Social Care Practice / ILAC framework
- Evidence of successfully and effectively delivering at team manager level
- Excellent and effective communication skills both oral and written with the ability to deliver presentations to a wide range of audiences
- An ability to build positive working relationships with colleagues from Children's Social Care and partner agencies
- Evidence of successfully supporting a performance management culture and service delivery improvements and of effectively managing and developing and implementing innovative service redesign and performance improvements
- Demonstrate the ability and experience to proactively challenge issues in other professionals work and where necessary to challenge and escalate concerns on behalf of the service
- Hold a valid UK driving licence or have the ability to demonstrate the efficient use of own or public transport to travel as required

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough