

Job title Early Years and CSC Auditing Officer

Service: Children's Social Care
Grade: Band 9
Reporting to: Strategic Lead- Quality Assurance and Improvement
Responsible for: **Quality Assurance and Auditing.**



We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

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

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

- To carry out the main responsibility for quality assurance of children's social care services to ensure Trafford Children's Social Care meet the statutory requirements and regulatory requirements, including inspection.
- To design and undertake audits in accordance with the CSC Quality Assurance Framework.
- Support the use of management information; analysing key data and triangulating this with qualitative data (audits to assess the quality of social work practice)
- To support the transfer of learning from audits into practice and service delivery.
- To supervise the business support functions within this area of work.

Key duties

- To be accountable for the audit function within Children's Social Care
- Through audit, review, coaching, development of policy, guidance and practice standards support managers and staff in improving standards of service delivery.
- Design themed and general audit tools to ensure that practice standards and council policy are met
- Compile routine audits, reports, action plans that summarise the identified improvement and action plans required to improve individual casework and service delivery.
- Present audit reports highlighting areas of good practice and areas of concern.
- Facilitate Team and Service briefings to disseminate the learning and promote collaborative working
- To assist in the collection and interpretation of performance management information
- To keep up to date with training and systems for the auditing task so that audits take place at the required frequency and to the required quality

- To prepare and update policies and procedures relating to the work of the QA Safeguarding Unit and the operation auditing systems where relevant.
- To lead a small team of QA Audit officers and engage as required in networks of practitioners and managers to ensure the delivery of the QA programme both regionally and nationally.
- To contribute towards high quality social work practice by the delivery of a robust, evidence based QA framework

You Have

- A recognised social work qualification and preferably a Practice Educator qualification
- A thorough understanding of legislation and guidance.
- Extensive knowledge and understanding of current policy and practice issues in social work with children and families.
- Experience of work with children and families, including child protection, looked after children and children in need.
- Demonstrable experience of the delivery of high quality audits
- Knowledge of local government services and processes
- Good IT skills, particularly working knowledge of excel
- Experience of multi-agency collaborative working and able to demonstrate good interpersonal/communication skills
- Experience of training activities, particularly inter-agency training
- Experience of working in a supervisory or consultative capacity with other workers.

Your strengths

- Team building and performance management skills
- Written and report writing skills
- Excellent communication skills, with the ability present to a range of audiences
- Solution focused
- Strong ICT skills
- Excellent analytical skills and an informed, evidence-based approach
- An influential and persuasive communicator
- Planning skills
- Collaborative Working
- Resilient, curious and relentless

<ul style="list-style-type: none"> • The ability to operate with confidence and competence at all levels within the department and in the multi-agency child protection and looked after children systems. • Ability to deliver high quality social work practice and lead by example • Ability to drive improvement within casework to ensure the child's experiences improves. • Ability to gather and analyse data • Ability to present the data in the form of precise reports and in a format that non specialists can understand • Ability to work to tight timescales and under pressure • Excellent interpersonal skills with the ability to challenge and influence in a positive manner. • This post is subject to an enhanced DBS check • This post carries a casual car user allowance 	
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Date prepared/revised: 5/6/19

Prepared/revised by: Glynis Williams /AM

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.