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| **Department** | **Children’s Services** |
| **Job Title** | Quality Assurance Lead |
| **Grade** | K |
| **Primary Purpose of Job** | To lead on the quality assurance activities relating to social work and social care practice, helping the service understand the impact and outcomes of current practice using a range of methodologies to evaluate performance.  To ensure quality assurance activity fulfils all accountability requirements of the DFE, Ofsted, Elected member and appropriate bodies  To work closely with senior managers within SSMT to improve the quality of services delivered to the Children and Families of Bolton. |
| **Reporting To** | Principal Social Worker |
| **Direct Staffing Reports** |  |

**Main Duties**

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| 1. To be a key member of the management group across Children’s Services, ensuring that the vision and priorities are met and to take a lead role in challenging progress and driving the improvement journey. 2. To develop the competence and confidence of Social Workers to ensure a skilled and professional workforce. 3. To be the primary lead on the production and development of a Quality Assurance platform for Children’s Services, establishing and standardising an approach to audit, the tools, its application in the service and the presentation of findings to various forums. 4. To work strategically to develop a strong data set for leaders and front-line managers to accurately understand the performance of the service, setting appropriate targets and bench marking with our statistical neighbours. 5. To work closely with the Principal Social Worker and Senior Managers on system, thematic, qualitative and outcome focused audits to assist in thinking and effective change to improve the performance of the service. 6. To work where appropriate with partner agencies and attend relevant multi-agency forums to discuss and both implement cross partnership audits and share findings as part of a learning and critical challenge environment supporting service improvement. 7. To be the first point of contact for Children’s Services performance management and improvement advice to the Director, Assistant Director and Heads of Service, engaging and consulting with other stakeholders. 8. Close partnership working with Children’s Services Performance Information and Service Improvement Teams. 9. Undertake research to ensure audits, their content, form development and reporting processes are maintained and developed to ensure results reflect the questions asked and are meaningful and up to date with current thinking. 10. Participate in the feedback processes, ranging from individual practitioners, teams, service meetings and relevant boards. 11. To be holder of the Audit Information Bank, the holder of the subsequent reports and information, and produce an Annual Report against the Quality Assurance Strategy and Action Plan for discussion. 12. To be the tracker of agreed Learning Points and subsequent service action plans, and report on progress to Senior Management. 13. To support service improvement in line with Bolton’s Improvement Plan and attend all relevant meetings to contribute to the development and delivery of Bolton’s Improvement Plan. 14. To collate the themes and learning identified from audit activity and develop relevant training, policy and update processes in consultation with the Principal Social Worker to address areas of need. To be able to evaluate the success of this through audit activity. 15. To work independently to identify any issues or concerns within service delivery that had not been previously identified and ensure that these are highlight to SSMT to be resolved. 16. To promote and deliver anti-discriminatory and inclusive practice. 17. Work within multi-disciplinary and multi organisational teams, networks and systems to enhance the service delivered by social work staff and colleagues. 18. To take responsibility for the continuing professional development of self and others. | |
| **Date Job Description prepared/updated:** | **July 2021** |
| **Job Description prepared by: Emma Coxon** | |



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| **Department:** | | Childrens services | |
| **Job Title** | | quality assurance lead | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | To be able to work independently to meet a number of competing deadlines, develop and manage your own time and resources, and review your performance, to meet agreed objectives. | | Interview |
| 2. | To have the ability to develop and maintain effective working relationships across the service from Social Workers, Team Managers and Senior Managers to be able to evaluate their practice and service delivery. and To contribute to identifying and agreeing goals and objectives for their development. This is on an individual, team and service wide level. | | Interview |
| 3. | To be able to analyse data and identify issues across a broad range of practice related issues to feed into the wider Service Improvement Plan. | | Interview |
| 4. | To demonstrate the ability to support the training and development of the Social Care staff through briefings, training, learning forums etc. To better enhance practice through the Quality Assurance framework and understanding of best practice. | | Interview |
| 5. | Knowledge and understanding of Quality Assurance and its application as part of service improvement as well as demonstrating different models of auditing. | | Interview |
| 6. | To demonstrate the ability to ensure compliance with the law in key areas such as Children and Families Act 2014, Adoption and Children Act 2002, Care Planning, placement and review and other relevant statutory child care guidance and legislation. As well as an understanding of current thinking in child care practice, including contextual safeguarding and forms of exploitation | | Interview |
| 7. | To use influencing skills to negotiate appropriate decision-making outcomes for senior managers to comply with relevant legislation and improve the service. | | Interview |
| 8. | To be able to provide direction, motivate and support people to Implement the Quality Assurance framework and meet the expectations around audit activity | | Interview |
| 9. | To have the ability to prepare, produce, implement and evaluate plans with others and revise plans to meet changing needs and circumstances. | | Interview |
| 10. | To have an ability and confidence to construct, adapt and develop systems, audit tools, strategies and reports as part of the Departments QA lead. A thorough understanding of good Social Work practice is needed to achieve this. | | Interview |
| 11. | Ability to understand and operate administrative systems as well as analysing information to makae judgements in a fast pace envionment. | | Interview |
| 12. | To have the ability to work within the principles and values underpinning social work practice. | | Application/Interview |
| 13. | High level written and verbal communication skills with the ability to provide clear written and verbal information. | | Interview |
| 14. | To be able to identify, monitor and solve service problems and take action to avoid and prevent the repetition of problems. | | Interview |
| 15. | Understanding of performance targets, service standards, and quality assurance issues, and ability to support and challenge staff in achieving high quality work. | | Application Form/Interview |
| 16. | Good understanding of local policies and procedures relating to Children’s Services, schools and health agencies. | | Application/Interview |
| 17. | Understanding of change management and how to support staff through these changes to ensure effective practice is always delivered. | | Interview |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Must have a Social Work Qualification and registered with Social Work England | Application |
| 2. | Minimum two years post qualifying experience in a Children and Families Social Work setting. | Application/Interview |
| 3. | Have comprehensive experience of and up to date knowledge of child protection and children looked after processes, corporate parenting responsibilities, legislation, guidance and best professional practice. | Application/Interview |
| 4. | Must be computer literate and competent in accessing and understanding different computer reporting portals | Interview |
| 5. | Experience of training staff and/or delivering learning opportunities to staff. | Interview |
| 6. | Evidence of commitment to continuing professional development | Interview |
| **3. Work Related Circumstances** | | |
| 1. | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time. | Interview |
| 2. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Interview |
| 3. | **Delete if not applicable:**  This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Interview |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Having been part of an Audit Team previously | | Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Evidence of being a Quality Assurance Officer with clear knowledge of the role | | Application |

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| **Date Person Specification prepared/updated July 2021** |
| **Person Specification prepared by Emma Coxon, Principal Social Worker** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





