

Job Description

Job Title: QUALITY ASSURANCE OFFICER

Location: Peterborough Sand Martin House

Grade: 11

Overall purpose of the job

1. To deliver on relevant aspects of the Quality Assurance and Learning Framework including running practice workshops.
2. To support the delivery of quality assurance systems and monitoring tools to report on the quality of the service provision for children, young people, families and carers in order to enable the directorate to improve the quality of service provided.
3. To undertake audits and other investigations using these tools, whilst also advising others on their use. To collate and analyse the data arising from the various quality assurance approaches, reporting to the Director, senior management, Performance Board and other groups as appropriate.
4. To ensure practice standards are embedded across a wide range of services within the Children and Families Directorate.
5. To assist the Practice Improvement Lead in coordinating quality and performance monitoring activity within Services; and to assist with the reporting of performance information and contributing to corrective action to assist with the improvement of practice.

Main accountabilities

In consultation with Senior Managers design audit and quality assurance systems to ensure that the quality of practice and services can be continually monitored against national and local standards.

Contribute to the delivery of a quality assurance system that supports Managers in their self-auditing and continuous improvement of direct practice.

Participate in the development and implementation of an annual Auditing Programme that involves working with Senior Managers to prioritise, plan, analyse and report on

the learning to inform workforce development, performance levels and quality of service being delivered in each service area.

Support the implementation of quality assurance standards, user-friendly tools for monitoring those standards and sharing good practice that supports a reflective and learning environment.

To undertake audits as directed by line management, including working to audit specifications and writing bespoke audit tools.

To analyse audit data and prepare written reports on the audit findings.

To prepare reports and deliver presentations on audit findings to staff at all levels of the Department.

Conduct complex analysis on priority areas identified through performance monitoring and use of information systems to produce performance reports that help management decision-making in improving practice.

Engage with managers to support the implementation and ownership of the Quality Assurance Framework to ensure an efficient, effective, and consistent service.

Undertaking one off tasks for the Safeguarding & Quality Assurance Service e.g. Management Case Reviews and Service Evaluations.

Represent and contribute to relevant meetings and projects as directed by line managers, use reflective learning from inspections, reviews, and audits to improve performance.

Ensure that all work is completed with a commitment to equality and anti-discriminatory practice as a minimum to the standards required by legislation.

Participate and contribute to the annual performance review process, supervision and as part of the team meetings.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to Degree level or equivalent in an appropriate discipline or relevant extensive experience in Health and Social Care.	Health and Social Care	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Performance Management	Knowledge of the national performance assessment frameworks for children's services, key performance indicators and their relationship with both front line service and wider strategic implications.	Essential
Legislative Framework	Knowledge of the legislative framework and national and local standards and procedures relating to children's services.	Essential
Professional knowledge and awareness	Up to date knowledge of good practice and or research findings in working with vulnerable children and families.	Essential
Evidence based practice and research	Knowledge of key research that should be drawn upon to influence the shape of the service provided.	Essential
Organisational knowledge and political and strategic awareness	Detailed knowledge, experience and awareness of the role of key partner services and agencies. An understanding of the political and managerial sensitivities of the organisation. Understanding of the drivers, motivations and issues that impact upon key partners.	Essential
Skills		
Communication	Must be able to present ideas clearly and effectively verbally and in writing Must be able to communicate clearly and effectively with a wide range of stakeholders, including Senior Managers County Councillors	Essential

	<p>Service Users - carers and young people</p> <p>Service Managers</p> <p>Front line practitioners</p> <p>Partner agencies</p>	
Challenge role	Must have the confidence and ability to challenge managers regarding case decisions and quality of work.	Essential
Strategic Thinking	Must have the ability to recognise the strategic context of the role and be able to work across organisational, professional and functional boundaries.	Essential
Change Management	Must have a high level of skill in change management and be able to recognise what needs to change to improve services and outcomes and how such change can be delivered.	Essential
Partnership Working	High level of skill and ability in working with colleagues at all levels in a wide range of services and organisations including service users and their families.	Essential
Leadership and Management	<p>Must be able to demonstrate the ability to provide guidance and support to the service as a whole in relation to audit and quality assurance.</p> <p>Must be able to support staff from a variety of backgrounds with varying levels of knowledge and expertise to ensure that statutory and internal obligations are met.</p> <p>Must be self-motivated and able to motivate others.</p> <p>Must be able to plan and prioritise workloads in order to meet strict deadlines.</p>	Essential
Audit and Quality Assurance	<p>High level of skill in developing and implementing a range of audit and quality assurance tools and processes to monitor children's services.</p> <p>Must be able to collate, analyse and present complex data from a variety of sources for a wide range of stakeholders.</p>	Essential
IT Skills	Must be able to use IT to develop audit tools, quality assurance processes, collate data and write reports.	Essential

Other	Car driver/owner or ability to travel around Peterborough and Cambridgeshire.	Essential
Experience		
Social Work experience	Experience of working in social care, Health or Education settings or comparable positions working with children, young people and their families	Essential
Audit	Experience of carrying out auditing activities and performance monitoring in relation to children's services.	Desirable
Customer Service	Knowledge and experience of how to ensure that service users can input into service learning and improvement.	Essential
Data	Experience of using spreadsheets, databases and presentation software.	Desirable
Quality Assurance	Experience of designing questionnaires, customer feedback tools and standards measurement within children's services.	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
	In depth understanding and knowledge of equal opportunities issues and anti-discriminatory practice and how these relate to children's services.	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
---	-------	-----------------	-------	------