

Job Description

Department:	Adult Services
Division/Section:	Practice Standards & Quality Team
Job Title:	Quality Practice Lead
Post No:	014503
Grade:	11
Reports to:	Principal Social Worker
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD PCC[PCC DASS] --- PSW[Principal Social Worker] PSW --- QPC[Quality Practice Consultant] QPC --- QPL1[Quality Practice Lead (30 Hr)] QPC --- QPL2[Quality Practice Lead (30 Hr)] QPC --- QPL3[Quality Practice Lead (22.2 Hr)] QPL3 --- QPO[Quality Practice Officer (37 Hr)] </pre>
DBS Check applicable?	Enhanced DBS Check required
	This post is not exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions.
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	- state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring)

Job Purpose:

Peterborough City Council Practice Standards and Quality Team is responsible for key aspects of policy, service quality, improvement and transformation of Adult Social Care (ASC), which will drive changes to policy and practice and to the requirements and expectations that will impact on service delivery and quality improvement in the future.

The Quality Practice Lead is essential in supporting the team to maintaining excellent service delivery, using their knowledge and expertise to ensure legislation and policy objectives are met and driving ongoing improvement within ASC in Peterborough.

Main Duties and Responsibilities:

- Support the effective use and development of quality assurance systems and monitoring methods that enable the continuous improvement of assessment and service provision for adults with disabilities, (including older people, people with learning disabilities, people with physical disabilities and sensory needs and people with mental health needs) and informal carers.
- Undertake and complete the monitoring of operational practice as directed within agreed timescales, using quality assurance systems, in order to provide management information and prepare reports and presentations to disseminate the learning from monitoring activity.
- Provide advice and support to management and operational teams on matters relating to quality assurance systems and monitoring arrangements.
- Deliver presentations and provide facilitation at workshops with key stakeholders, to support the continuous engagement and improvement of adult social care practice.
- Design practice based learning materials, including Practitioner Factsheets, as directed in line with service priorities and business plans.
- Positively support the implementation of change programmes that aim to achieve services capable of adapting to and supporting the changing needs of service users.
- Where appropriate, necessary and in mutual agreement with the Quality Practice Consultant, undertake the line management and supervision of others within the team.

Generic Responsibilities

- To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy.
- To comply with all Health & Safety at work requirements as laid down by the employer.
- The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
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Flexibility Clause:

- Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause:

- This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.
- In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE:16/02/2024**COMPLETED BY:****Lorna Edwards**

Person Specification

JOB TITLE: Quality Practice Lead

POST NO: 014503

GRADE: 11

DEPARTMENT:

HOURS: 37

DIVISION: Adult Services

DIRECTOR:

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
SPECIALIST KNOWLEDGE	<ul style="list-style-type: none"> In-depth knowledge and commitment to issues of equality, diversity and anti-discriminatory practice. In-depth understanding of all relevant legislation, government policies and guidance for delivering ASC services for safeguarding adults at risk and their carers; thorough understanding of the factors and approaches which lead to positive outcomes for people. <p>(AI)</p>	<ul style="list-style-type: none"> The use of quality monitoring processes, professional standards and audit to establish a culture of continuous improvement as part of a reflective approach to practice, raising practice standards (including professional regulation requirements) and quality of safeguarding and improving outcomes for adults at risk and their carers.
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to collate, analyse, write, and present complex reports and information about performance and quality of practice to diverse audiences and deliver the same information verbally in a confident manner. Ability to demonstrate interpersonal skills in groups, teams and one to one situations. Ability to collaborate with other agencies and multi- disciplinary/functional teams. Ability to create accessible ways of working that effectively engage and involve service users and informal carers. Ability to challenge others in a constructive manner. Ability to prioritise issues and to make informed decisions that if challenged can be substantiated. Ability to exercise sensitivity and clear judgement over organisational practice, 	<ul style="list-style-type: none"> Evidence of professional judgement leading to change.

	<p>service user and carer issues to arrive at a balanced view.</p> <ul style="list-style-type: none"> • Ability to use the Microsoft Office suite of applications including PowerPoint, Publisher and Excel. <p>(AI)</p>	
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EXPERIENCE	<ul style="list-style-type: none"> • Post ASYE operational experience of working with adults with care and support needs and their carers. • Development and delivery of innovative presentations to diverse audiences. • Development and implementation of accessible materials for learning, coaching and mentoring purposes. • Creation of accessible ways of working that effectively engage and involve people who use the service and informal carers. <p>(AI)</p>	<ul style="list-style-type: none"> • Settling standards and undertaking monitoring of quality. • Participation in quality assurance initiatives and improvement programmes. • Data collection and manipulation; including the development of data monitoring tools including graph and table production. • Demonstrable experience of mentoring and/or coaching to enhance practice performance and quality.
QUALIFICATIONS	<ul style="list-style-type: none"> • Social Work Degree, Dip SW, CQSW, or recognised equivalent professional social work qualification. • Registered with Social Work England. • Completed ASYE where applicable. • Evidence of Continued Professional Development. <p>(AI)</p>	<ul style="list-style-type: none"> • A recognised Quality Assurance qualification • Qualified Practice Educator • Qualification in Mentoring / Coaching
PERSONAL CIRCUMSTANCES		
EQUALITY	<p>Candidates must demonstrate understanding, acceptance of and commitment to the principals underlying equal opportunities.</p> <p>(AI)</p> <p>In-depth knowledge and commitment to issues of equality, diversity, inclusion and anti-discriminatory practice</p>	
CUSTOMER CARE	Knowledge and understanding of effective customer care.	

	(AI)	
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[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]