

Job Description

Job Title: Quality Assurance Development Officer

Hours: 25hrs per week

Job Number:

Job Grade: NJCSCALE6 £27,344 pro rata

Overall Purpose of the Job

This position is within the Practice Standards and Quality Team. The team works across Adult Social Care Operational teams to promote understanding and commitment to practice quality assurance, in order to achieve the delivery of effective, person-centred and legally compliant services.

To coordinate the production and review of all practitioner supporting documentation for adult social care across Peterborough and Cambridgeshire. Maintain the governance of practice documentation for Adult Social Care.

To coordinate the administration of the audit process for Adult Social Care across Peterborough and Cambridgeshire. Support the team to carry out audits across Peterborough and Cambridgeshire.

Administer the adult practitioner internet site including adding/ deleting updating documents.

Main Duties

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|-----------|---|
| 1. | Coordinate the review and production of operational guidance maintaining the governance of documents including review cycles, version control and clear management of archiving. |
| 2. | Publish operational guidance and operational forms promptly onto the intranet. Ensure operational guidance on the intranet is up to date and easy to access. |
| 3. | Manage the administration of the practice audit processes including thematic audits and managerial audits. To work with Business Intelligence ensuring the data is available for the audits in time. Monitoring returns and the collation of data. Highlighting any issues to the Quality and Practice team manager |
| 4. | Support the team with the administration of practice sessions delivered to operational teams. |
| 5. | Support the team with the production of Quality Reports, ensuring the data is available in time and assisting with the collation as appropriate. |
| 7. | Lead on projects as required which support the quality assurance framework. |
| 8. | Support the Practice and Quality team manager at governance meetings. Maintaining the services improvement action plan including monitoring progress with managers across the service. |

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| 9. | Act as a link worker from the Practice Standards and Quality team. Linking with other support services to ensure a consistent approach to operational practice. |
| 10. | Commitment to anti-discriminatory practice. A commitment to issues of equality, diversity and anti-discriminatory practice. |

Person Specification
Qualifications, Knowledge skills and Experience

| Qualifications Required | Subject | Essential/Desirable |
|--------------------------------|-------------------|----------------------------|
| GCSE | Maths and English | Essential |

| Minimum levels of Skills, Knowledge and Experience | | |
|---|---|----------------------------|
| Identify | Describe | Essential/Desirable |
| Skills | | |
| Workload management | Ability to work to tight deadlines, organise priorities and be self -motivated | Essential |
| Communication Skills | Excellent written and verbal communication skills | Essential |
| Information Technology | Excellent IT skills using work, excel, publisher and web-based systems | Essential |
| Collation of data | Produce data in various formats from a variety of systems | Essential |
| Working relationships | Ability to build and maintain working relationships across teams | Essential |
| Delivering results | Ability to meet deadlines and prioritise work | Essential |
| Service focused | Understands the work we do and the people we work with. Actively seeks ways to improve the service of the people we support | Essential |
| Teamwork | Work as part of a team who are working to deadlines | Essential |
| Remote working | Ability to work in different locations and build relationships with a team who are working remotely. Receive managerial direction through remote means. | Essential |
| Safeguarding | Demonstrate an understanding of the safe working practices that apply to this role | Essential |
| Experience | | |
| Administration | Experience in administration in a team setting | Essential |
| Working in a social care setting | Working in any social care setting with children and or adults | Desirable |
| Production of reports using data in different formats | Proficient in using excel, word and publisher | Essential |

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|-------------------------------------|---|------------------|
| Web based communication | Use web-based pages maintaining with update information | Desirable |
| Knowledge | | |
| Understanding of social care sector | Knowledge of social care in any setting. An understanding of the duties and responsibilities of a LA social care service | Desirable |
| Information Technology | Knowledge of a wide variety of systems. The aptitude to learn new IT systems and develop automated processes for data collection, collation and reporting | Essential |
| Project Management | Knowledge of a project management approach to delivering work. Working as part of a project and understanding your role in overall delivery of the work. | Desirable |

Disclosure Level

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|---|----------|----------------------------------|
| What disclosure level is required for this post | None x | Standard |
| | Enhanced | Enhanced with barred list checks |

Work Type

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