

Job Description

Job Title: Quality Assurance Officer

Location: Flexible

Grade: P2

Overall purpose of the job

1. To deliver on relevant aspects of the Quality Assurance and Learning Framework.
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 Monitoring Group, Practice Quality Governance Board, Youth Justice Management Board and other groups as appropriate.
4. To ensure practice standards are embedded across a wide range of services within the Children, Education and Families Directorate.
5. To assist 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. Including the development and delivery of practice workshops.

Main accountabilities

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1.	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.
2.	Conduct audits, support managers to self-audit and prepare written reports on the outcomes, following through recommendations for actions to ensure that improvement is achieved.
3.	Design and develop systems to enable the dissemination of audit and quality assurance findings and other relevant activities such as practice workshops to ensure that opportunities for improvement are acted upon.

4.	Assist in writing and updating procedures, policies and practice standards to support good practice across children's services.
5.	Ensure that audit and quality assurance activity links with partner agencies to enable wider organisational learning.
6.	Undertaking one off tasks for the Partnership and Quality Assurance Service e.g. Management Case Reviews and Service Evaluations.
7.	Support with the implementation of inspection and other action plans as appropriate.
8.	Develop and deliver presentations on QA findings to relevant meetings / groups including senior leaders and partnership boards.
9.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10.	Support the development of the Workforce Development plan and training programme.

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 / Youth Justice.	Health and Social Care, Education or Youth Justice	Essential
Social work qualification and registration	Social Work	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
	Knowledge of the legislative framework and national and local standards and procedures relating to youth justice.	Desirable
Professional knowledge and awareness	Up to date knowledge of good practice and of 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Ability to present ideas clearly and effectively verbally and in writing • Ability to communicate clearly and effectively with a wide range of stakeholders, including <ul style="list-style-type: none"> • Senior Managers • County Councillors • Service Users – children / young people and their families / carers • Service Managers • Front line practitioners • Partner agencies 	Essential
Challenge role	Ability and confidence to challenge managers regarding case decisions and quality of work.	Essential
Strategic Thinking	Ability to recognise the strategic context of the role and be able to work across organisational, professional and functional boundaries.	Essential

Change Management	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	<ul style="list-style-type: none"> • Ability to provide guidance and support to the service as a whole in relation to audit and quality assurance. • Ability to support staff from a variety of backgrounds with varying levels of knowledge and expertise to ensure that statutory and internal obligations are met. • Self-motivated and able to motivate others. • Ability to plan and prioritise workloads in order to meet strict deadlines. 	Essential
Audit and Quality Assurance	<ul style="list-style-type: none"> • High level of skill in developing and implementing a range of audit and quality assurance tools and processes to monitor children's services. • Ability to collate, analyse and present complex data from a variety of sources for a wide range of stakeholders. 	Essential
IT Skills	Ability 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 / Youth Justice experience	Experience of working in a Statutory Social Care or Youth Justice setting, 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
Inspection Frameworks	<p>Experience of supporting the delivery of inspection work in relation to one or more of the following:</p> <ul style="list-style-type: none"> • Inspecting local authority children's services - GOV.UK • Area SEND inspections: framework and handbook - GOV.UK • Youth Justice Services – HM Inspectorate of Probation. 	Desirable

Customer Service	Knowledge and experience of how to ensure that service users can input into service learning and improvement.	Essential
Delivering Practice Improvement Activity	Experience of developing and delivering workshops, one to one support etc	Desirable
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
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