

Job Description

Job Title: **Senior Quality Assurance and Practice Standards Officer**

Job number

Grade: **P2**

Overall purpose of the job

The Cambridgeshire County Council Quality Assurance, Practice and Safeguarding Service has responsibility for key aspects of policy, service quality, improvement, and the transformation of adult social care, 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.

Main accountabilities

1.	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 unpaid carers.
2.	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.
3.	Provide advice and support to management and operational teams on matters relating to quality assurance systems and monitoring arrangements.
4.	Deliver presentations and provide facilitation at workshops with key stakeholders, to support the continuous engagement and improvement of adult social care practice.
5.	Design practice-based learning materials, including Practitioner Factsheets, as directed in line with service priorities and business plans.
6.	Undertake complex analysis of priority areas identified through performance monitoring and the use of information systems to produce performance reports that support management decision-making to improve practice.
7.	Positively support the implementation of change programmes that aim to achieve services capable of adapting to and supporting the changing needs of people.
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.
10.	Safeguarding commitment, we are committed to safeguarding and promoting the welfare of children and young people/adults at risk of harm. 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	Essential/Desirable
Professional Qualification in Social Work or related profession	Essential
Current SWE Registration or registered with the appropriate professional body	Essential
Completed ASYE where applicable.	Essential
A recognised Quality Assurance qualification.	Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation, government policy and practice guidance	In-depth knowledge of all applicable legislation, government policies and guidance for delivering adult social care services for safeguarding adults at risk and their carers; understanding the factors which lead to positive outcomes for people.	Essential
Anti-discriminatory Practice	In-depth knowledge and commitment to issues of equality, diversity, and anti-discriminatory practice.	Essential
Practice Standards	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	Desirable
Skills		
Communication	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.	Essential
	Ability to demonstrate interpersonal skills in groups, teams and one to one situations.	Essential

Partnership Working	Ability to collaborate with other agencies and multi-disciplinary/functional teams.	Essential
	Ability to create accessible ways of working that effectively engage and involve adults with care and support needs and unpaid carers.	Essential
	Ability to challenge others in a constructive manner.	Essential
Problem Solving	Ability to prioritise issues and to make informed decisions that if challenged can be substantiated.	Essential
	Ability to exercise sensitivity and clear judgement over organisational practice, adults with care and support needs and carer issues to arrive at a balanced view.	Essential
Information Technology	Ability to use the Microsoft Office suite of applications including PowerPoint, Publisher, Excel and MS Teams.	Essential
Experience		
Professional Practice	Operational experience of working with adults with care and support needs and their carers.	Essential
Quality Standards	Setting standards and undertaking monitoring of quality.	Desirable
	Participation in quality assurance initiatives and improvement programmes.	Desirable
	Data collection and manipulation; including the development of data monitoring tools including graph and table production.	Desirable
Communication	The development and delivery of presentations to diverse audiences.	Desirable
	The development and implementation of accessible materials for learning, coaching and mentoring purposes.	Desirable
	The creation of accessible ways of working that effectively engage and involve adults with care and support needs and unpaid carers.	Desirable
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential

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

Work Type				
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Hybrid X	Field	Home