**Job Description**

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

Job number

Grade: **P2**

**Overall purpose of the job**

**The Cambridgeshire County Council Quality and Practice Team 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.**

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| **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, peoplewith 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 service users. |
| 8. | Undertake the line management and supervision of other roles, where appropriate, necessary and in agreement with the Team Manager.  |

**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**

Minimum level of qualifications required for this job

**Qualifications, Knowledge, Skills and Experience**

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| **Qualifications Required** | **Subject** | **Essential/Desirable** |
| Professional Qualification in SocialWork or related profession |  | Essential |
| Current SWE Registration |  | Essential |
| Completed ASYE where applicable |  | Essential |
| A recognised Quality Assurance qualification |  | Desirable |

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

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| **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 |

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|  | Ability to create accessible ways of working that effectively engage and involve service users and informal 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, service user and carer issues to arrive at a balanced view. | Essential |
| Information Technology | Ability to use the Microsoft Office suite of applications including PowerPoint, Publisher and Excel. | Essential |
| **Experience**Give an idea of the type and level of experience required **do not** specify years of experience. |
| Professional Practice | Post ASYE operational experience of working with adults with care and support needs and their carers. | Essential |
| Quality Standards | Settling 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 service users and informal carers. | Desirable |
| **Safeguarding** (include for roles working with children/vulnerable adults) | 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 X | Enhanced with barred list checks |
| **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 | FlexibleX | Field | Home |