

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Senior Social Worker

### Quality Assurance, Adult Social Care

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### **Purpose and impact:**

Quality assurance plays an important role in helping Adult Social Care deliver services that are safe, effective and centred around good outcomes for people across West Northamptonshire. The role exists to provide oversight, challenge and support across the service, ensuring practice



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remains aligned with statutory responsibilities, regulatory expectations and local priorities. Through audit activity, quality assurance systems and ongoing review, the role helps identify what is working well, where improvements are needed and how learning can be embedded into day-to-day practice.

## **Accountable to:**

This role is accountable to the Principal Social Worker for Adults.

The role sits within Quality Assurance within Adult Social Care, part of the People Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Lead and develop quality assurance activity across Adult Social Care, making sure it remains useful, consistent and focused on improving practice.
2. Plan and carry out audits and reviews to understand what's working well, where improvements are needed and how services can continue to develop.
3. Use information from audits, performance data, feedback and people's experiences to identify themes, risks and opportunities for learning.
4. Turn learning into practical support by creating guidance, tools, briefings and other resources that help staff build confidence and consistency in their work.
5. Facilitate learning sessions and reflective discussions that encourage curiosity, good practice and continuous improvement across teams and partner organisations.
6. Work closely with operational, commissioning and performance colleagues to ensure quality improvement activity supports both service standards and statutory responsibilities.
7. Involve people who use services, partners and staff in shaping improvements, while identifying gaps or barriers that may affect people's experience of accessing support.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

| Skills and abilities:                                                                                                                                                                                                        | Essential / Desirable | Measured by   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| Strong written and verbal communication skills, with the ability to write reports and present information clearly                                                                                                            | Essential             | A, T, I, P, D |
| Able to communicate findings in a way that supports improvement and positive change                                                                                                                                          | Essential             | A, I          |
| Able to work effectively with colleagues, partners and other organisations                                                                                                                                                   | Essential             | A, I          |
| Strong analytical skills, with the ability to review information and make sound professional judgements                                                                                                                      | Essential             | A, I          |
| Confident making decisions and identifying themes, trends and areas for improvement                                                                                                                                          | Essential             | A, I          |
| Good organisational and problem-solving skills, with the ability to manage competing priorities                                                                                                                              | Essential             | A, I          |
| Able to facilitate learning sessions, workshops and reflective discussions                                                                                                                                                   | Essential             | A, I          |
| Good understanding of performance information and how it can be used to improve services                                                                                                                                     | Essential             | A, I          |
| Experience of carrying out audits, quality assurance activity and using findings to support improvement                                                                                                                      | Essential             | A, I          |
| Experience of designing, delivering and evaluating audit programmes or quality improvement activity                                                                                                                          | Essential             | A, I          |
| Strong written and verbal communication skills, with the ability to write reports and present information clearly                                                                                                            | Essential             |               |
| Able to communicate findings in a way that supports improvement and positive change                                                                                                                                          | Essential             | A, T, I, P, D |
| Ability to travel to different locations.                                                                                                                                                                                    | Essential             | A, I          |
| <b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential             | A/T/I         |

| Knowledge:                                                                                                                                                                                                       | Essential / Desirable | Measured by   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| Understanding of Performance Indicators and their impact on service delivery.                                                                                                                                    | Essential             | A, T, I, P, D |
| Universal social work knowledge, legal/ethical frameworks & good recording, Anti-discriminatory and rights-based practice.                                                                                       | Essential             | A, I          |
| Strong working knowledge of statutory social work responsibilities and the application of legal/ethical frameworks in adult social care, including safe, accurate record keeping and defensible decision-making. | Essential             | A, I          |
| Understanding of CQC expectations for local authority assurance, including governance, learning culture, and effective safeguarding systems and oversight                                                        | Essential             | A, I          |
| Care Act safeguarding duties and the wider safeguarding system (SABs, enquiries, SARs, multi-agency working                                                                                                      | Essential             | A, I          |

| Relevant experience:                                                                                                                    | Essential / Desirable | Measured by   |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| Experience of supervising/mentoring staff and supporting practice development                                                           | Essential             | A, T, I, P, D |
| Ability to work effectively with Experts by Experience and co-production forums, ensuring lived experience informs improvement activity | Essential             | A, I          |
| Substantial post-qualifying experience in adult social care within a multi-agency environment                                           | Essential             | A, I          |
| Experience participating in review processes (e.g., DHR/IMR/SAR learning dissemination and implementation)                              | Desirable             | A, I          |
| Experience of leading audits, thematic reviews, or service improvement initiatives across teams/services                                | Desirable             | A, I          |
| experience of contributing to quality improvement, practice standards, learning activity, or governance reporting                       | Essential             | A, I          |

| Education, training and work qualifications:                             | Essential / Desirable | Measured by   |
|--------------------------------------------------------------------------|-----------------------|---------------|
| Degree – Social Worker (including registration with Social Work England) | Essential             | A, T, I, P, D |
| Relevant professional qualification in Health or Social Care.            | Essential             | A, I          |
| Management Qualification                                                 | Desirable             | A, I          |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

#### **Additional pre-employment checks specific to this role include**

*Enhanced Child and Adult Disclosure and Barring Service check,*

## **Day-to-day in the role:**

|                                          |                               |                               |               |
|------------------------------------------|-------------------------------|-------------------------------|---------------|
| <b>Job family &amp; salary band:</b>     | Regulatory & Technical Band 8 | <b>Worker type:</b>           | Part-flexible |
| <b>People management responsibility:</b> | N/A                           | <b>Budget responsibility:</b> | N/A           |

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

#### **Working conditions & how we work:**

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## **Our organisational values and behaviours**

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

|          |                 |                                                                                                                                                                  |
|----------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>T</b> | Trust           | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.                                                                   |
| <b>H</b> | High Performing | we get the basics right and what we do, we do well. We manage our business efficiently.                                                                          |
| <b>R</b> | Respect         | we respect each other and our customers in a diverse, professional and supportive environment.                                                                   |
| <b>I</b> | Innovate        | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.                                          |
| <b>V</b> | Value           | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| <b>E</b> | Empower         | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.                                            |

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

