

**Job Description**

**Job Title:** Assurance & Engagement Manager

**Salary Grade:** Grade 10

**Job Family:** Organisational Support

**Job Profile:** OS6

**Directorate:** Quality and Performance

**Reports to:** Service manager for QA, Performance & IRO Service

Your normal place of work will be Sunderland Civic Centre, but you may be required to work at any Company recognised workplace.

**Description of Role:**

To establish and implement an assurance framework for Together for Children through the application of rigorous quality assurance processes to inform the practice development required to drive improved outcomes and service improvement.

To deliver the Participation and Engagement strategy that captures and implements the views of children and their families.

To directly manage the Assurance service and the Engagement Service.

**Duties and Responsibilities:**

* To establish and implement an assurance framework aligned to service risk planning, policy imperatives and performance improvement requirements.
* To take responsibility for leading on and conducting individual audits and report on audit findings.
* To monitor compliance to all applicable standards, regulations and internal procedures through the use of quality management processes and checks.
* To identify through assurance processes the practice development needed to drive improved outcomes and service improvement.
* To produce and present reports on all activities involved in delivering the Assurance Framework.
* To work with management to ensure resultant improvement actions are operationalised and achieve compliance with agreed standards and corrective requirements.
* To assist management in coordinating assurance and performance monitoring activity to assist with the reporting of performance information and contributing to corrective action to assist with the improvement of practice.
* To manage the Participation Service for Children, Young People and their families ensuring effective monitoring, recording and implementation of views of children and their families.
* Produce a quarterly and annual report on all activities involved in delivering the Participation and Engagement Framework for Children’s Services.
* To work with the Senior Management Team, Principal Social Worker and Social Work Teams to develop a culture of continual improvement and reflective practice.
* To carry out assurance work outlined in post-Ofsted inspection action plans and report findings on a monthly basis.
* The above list is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post, as directed by the Head of Service.
* To supervise the work of the Assurance Team.

**Additional Information/Other Requirements**

* Other duties and responsibilities allocated which are appropriate to the grade of this post.
* The post holder will be required on occasion to travel within the City as required to undertake the role.

**Person Specification**

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| **Essential Criteria Method of Assessment** | |
| **Experience and Qualifications**   * Degree or equivalent in social work * Current HCPC registration * Team management level experience within children’s social care services * Experience of leading the implementation of assurance processes and frameworks * Engaging with children, young people and families to drive service improvement. | **Application form /Interview** |
| **Ability to:**   * Develop and implement assurance processes and frameworks * Undertake audits and analyse findings * Monitor compliance with standards, procedures and regulations. * Critically evaluate information looking for flaws and limitations * Write and present reports * To establish excellent relationships with children, young people and families to deliver high quality services to meet needs and exceed expectations * Work with management to implement improvement or corrective actions * Engage with key stakeholders to drive service improvement. * Work at a fast pace, copes well with higher levels of workload. * Able to effectively use a PC to prepare documents, record information or input data | **Application form /Interview/ Test** |
| * Commitment to Equal opportunities * The ability to work outside of normal working hours to meet the needs of the service. * Ability to meet the travel requirements of the post. | **Interview** |

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| **Desirable Criteria Method of Assessment** | |
| An ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends  Works at a fast pace, copes well with higher levels of workload.  **T**heability to be creative in working through problems and making decisions. | **Interview** |