

DARLINGTON BOROUGH COUNCIL
CHILDRENS AND ADULTS SERVICES
JOB DESCRIPTION

<u>POST TITLE :</u>	Quality Assurance Lead
<u>PAY BAND :</u>	Band 12
<u>JOB EVALUATION NO.</u>	E3554
<u>REPORTING RELATIONSHIP</u>	Head of Quality Assurance and Practice Improvement
<u>JOB PURPOSE :</u>	To support the development, implementation, and ongoing delivery of an effective Quality Assurance Framework across Children's Services; ensuring an outcomes-focused approach that is aligned to organisational learning, workforce development and performance management.
<u>POST NO.</u>	POS010464
<u>PDR COMPETENCY FRAMEWORK</u>	Level 2, Core Management Competencies for all managers

MAIN DUTIES/RESPONSIBILITIES

1. To ensure effective quality assurance systems and practice evaluation tools/methodology are in place, to measure the quality of service provision and outcomes for children and young people and use the analysis to inform practice improvements.
2. To support the development and dissemination of practice standards across Children's Services, ensuring that the department's annual quality assurance activities are aligned to these.
3. To undertake case work evaluation, including case audits and practice observations, using the agreed tools/methodology, whilst also advising and supporting others on their use.
4. To analyse the data and information arising from quality assurance activities, providing written reports and practice insights on the findings, themes, learning, and recommendations to improve practice.
5. To assist Heads of Service in coordinating quality and performance monitoring activity within those Services and to assist with the reporting of performance information and contributing to corrective action to assist with the improvement of practice.
6. To maintain an appropriate level of professional independence from operational services.
7. To support the design and delivery of service user engagement activities, including staff surveys and children/young people, parents and carers feedback and consultation. Ensure that the learning from complaints is used in a systematic way as part of the quality assurance cycle to inform practice improvement and development.
8. To develop service user participation methods, including carers and minority ethnic groups to ensure that families are able to effectively participate in decision-making.

9. To work with colleagues from performance, commissioning, finance, and HR, on activities that relate to improving service delivery and social work practice. Identify gaps in provision and areas for improvement across the department, supporting the services to effectively analyse and interrogate performance data and quality assurance analysis to deliver organisational improvement.
10. To prepare reports and deliver presentations on QA findings to managers and staff at all levels of the organisation.
11. To undertake comparative analysis to identify best practice models, keeping abreast of latest research and sector thinking.
12. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
13. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a manager and employee in line with these.
16. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
17. Any other duties of a similar nature related to this post that may be required from time-to-time.
18. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
20. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

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PERSON SPECIFICATION
CHILDRENS AND ADULTS SERVICES
QUALITY ASSURANCE LEAD
POST NO. POS010464

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Professional Social Work Qualification (e.g. Degree, DipSW, CQSQ or CSS as relevant)	E	
2	Evidence of CPD in core areas of practice which reflect the needs of clients	E	
	Experience & Knowledge		
3	Approx. 5 years' relevant post qualifying experience in Children's Statutory Services	E	
4	Approx. 2 years' experience of giving recommendations and advice to other care teams or similar settings and ability to provide guidance and support to the service as a whole in relation to audit and quality assurance	E	
5	Approx. 3 years' experience of effectively reviewing the most complex cases with little requirement for support	E	
6	Working knowledge of the relevant current legislation such as Children Act 1989 and Working Together 2018	E	
7	Current working knowledge of the statutory guidelines, national policies, and legislation that relates to the work of children's services	E	
8	Up to date knowledge of good practice, research findings and assessment procedures in working with vulnerable children and families. Approx. 2 years' experience in working with Safeguarding Children	E	
9	Knowledge of key research that should be drawn upon to influence the shape of the service provided	E	
10	Knowledge and experience of how to ensure that service users can input into service learning and improvement	E	
11	Experience of supporting the design and implementation of service wide strategies and methodologies in relation to the evaluation of social work practice, and impact on outcomes for children and young people	E	
12	Experience of designing and undertaking quality assurance and auditing activities and performance monitoring in relation to children's services	E	
13	Experience of designing questionnaires, customer feedback tools and standards		D
14	Experience monitoring progress / measurement within children's services	E	

	Skills & Personal Attributes		
15	Skills in change management and able to recognise what needs to change to improve services and outcomes and how such change can be delivered	E	
16	IT literate, capable of using MS Word / Excel and Office packages, develop audit tools, quality assurance processes, collate data and produce reports	E	
17	Able to collate, analyse and present complex data from a variety of sources for a wide range of stakeholders	E	
18	Able to communicate clearly and effectively with a wide range of stakeholders and colleagues at all levels in a wide range of services and organisations including service users and their families	E	
19	Self-motivated and able to motivate others and have ability to form effective working relationships with staff and users of the service	E	
20	Ability to recognise the strategic context of the role and be able to work across organisational, professional and functional boundaries	E	
21	Ability to monitor the understanding of others, develop approach and take corrective action if required	E	
22	Ability to demonstrate sound organisational skills, work under pressure and determine priorities to meet strict deadlines	E	
23	Demonstrable confidence and ability to challenge managers regarding case decisions and quality of work and ability to drive improvements to practise across services	E	
24	Demonstrate ability to work effectively in increasingly more complex situations	E	
25	Ability to access reliable transport to carry out the travel requirements of the post	E	
26	Flexible and responsive approach to working environment and arrangements and the ability to work outside of normal office hours	E	
	Special Requirements		
27	Enhanced DBS check required and 3 yearly re-checking process will be undertaken	E	
28	Suitability to work with children	E	
29	Social Work England Registration	E	
30	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	