

|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | DurhamEnable Quality Officer |
| **JE Reference No** | N10923 |
| **Grade** | 10 |
| **Service** | Children and Young People |
| **Service Area** | Progression and Learning |
| **Reporting to** | DurhamEnable Manager |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham. |
|  | |
| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Contract** | This post is funded through ESF as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The post is fixed term until 31 December 2023. |

|  |
| --- |
| **Description of role** |

The post holder will:

* Lead the continuous quality improvement of DurhamEnable, including the training and development of staff.
* Support the development and implementation of DurhamEnable policies and procedures.
* Lead the promotion and publicity for the project.
* Lead on the DurhamEnable Engagement Framework for participants.
* Manage a small team of staff responsible for the administration and data analysis of the DurhamEnable programme.

This can only be achieved through developing highly effective working relationships with all team members; a range of DCC colleagues including Adult Care SEND and Inclusion, ReaL; and external partners including parents/carer forums, JobCentre Plus, VCS organisations, etc.

|  |
| --- |
| **Duties and responsibilities** |

* Lead the establishment of a Quality Assurance Framework and appropriate quality improvement processes for DurhamEnable.
* Develop a Quality Improvement Plan and lead on identified actions in the plan to ensure continual improvement of supported employment delivery to participants on DurhamEnable.
* Support the monitoring and review of the service’s Quality Improvement Plan to ensure that actions identified in the plan are on target to support continuous quality improvement.
* Contribute to ensuring “value for money” and efficiency of the programme adhering to ESF regulations and guidance.
* Develop good practice models of supported employment drawing upon best practice from across the sector, to include: Effective Engagement, Assessment/Vocational Profiling, Employer Engagement, Job Carving/Job Matching, Systematic Instruction, Individual Travel Training, In Work Support and Exit Strategies.
* Provide training and quality improvement advice and support on good practice models of supported employment.
* Contribute to the systems for recording and assessing observations of practice and undertake analysis and reporting of performance.
* Undertake observations of direct delivery to participants, make assessment judgements, compile detailed reports and provide feedback and action plans for staff to support the continual improvement of the service.
* Develop communications to promote the project and drive engagement and referrals across Durham County Council and the wider referral organisations.
* Co-ordinate the creation of case studies, good news stories and promotional materials.
* Lead the development and implementation of the DurhamEnable Engagement Framework to ensure participants and their support networks play a pivotal role in the shape and design of the service.
* Utilise the management information system (MIS) to monitor the quality and performance of delivery
* Manage the performance, delegate tasks and monitor the workload of the Data Officer, Finance and Administrative Officer and Senior Support Officer for DurhamEnable through effective supervision and support.
* Work closely with DurhamEnable Team Leaders by providing direct coaching, mentoring and other support, when appropriate, for delivery staff, contributing to performance improvement.
* Co-ordinate a programme of peer mentoring for the service, identifying and sharing good practice in supported employment to create new and innovative ways of working.
* Carry out quality visits to workplace premises for participants receiving in-work support, providing any advice on further support required or areas for improvement.
* Work closely with DurhamEnable Team Leaders by auditing the quality of participant records; providing action plans for improvement, managing progress against the plan and sharing best practice.
* Capture feedback from participants when undertaking observations.
* The development and maintenance of a central resource of relevant good practice resources, including key documents on relevant legislation, policies, benefit implications and knowledge all related to supported employment.
* Support service compliance with, and preparation for, external audits.
* Manage a budget dedicated to the implementation of the DurhamEnable Quality Assurance and Engagement Framework.
* Support the service with promotional events, enrolment processes, celebration of staff and participant success events
* Ensure the maintenance of safe working practices and environments for all staff and participants in accordance with the policies of Durham County Council and relevant legislation
* Be committed to safeguarding and promoting the welfare of young people and vulnerable adults
* Be committed to professional self-development, making full use of training and development opportunities identified through PDR.

The above 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 DurhamEnable Manager.

|  |
| --- |
| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above 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 your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Degree or equivalent qualification in a relevant discipline. | * Coaching/Mentoring training and/or qualification * Current assessor award (D32/D33 or A1) or Level 3 Certificate in Assessing Vocational Achievement (CAVA) or equivalent * Current internal verifier award (D34 or V1) or Level 3 Cert in assessing competence in the workplace or equivalent * IAG level 3 qualification |
| Experience | * Good knowledge and experience of Supported Employment Services * Good knowledge and experience of developing and managing self-assessment and quality improvement policy and processes in the Learning and Skills sector * Significant recent experience gained in a Supported Employment Sector * Detailed working knowledge of quality standards used in the Learning and Skills sector specifically in relation to those with additional needs/disabilities (e.g. the ‘matrix’ standard for adult IAG services) * Proven ability to work with a wide range of stakeholders including partner organisations, community groups, senior managers elected members and funding agencies * Demonstrate an ability to deliver to deadlines, manage stress and resolve conflict |  |
| Skills & Knowledge | * Knowledge of the national drivers and challenges for people with disabilities entering into employment * Significant skills in engaging with employers * Able to coach and mentor staff to improve quality of practice. * Excellent interpersonal and communication skills * Planning and organisational skills * Ability to work to deadlines and exact standards with a strong focus on completing and finishing * Ability to work unsupervised * Ability to work accurately and effectively under pressure * Ability to deliver training sessions to staff * Ability to create a positive work culture in which diverse, individual contributions and perspectives are valued |  |
| Personal Qualities | * Excellent interpersonal and communication skills * Planning and organisational skills * Proactive and achievement orientated * Thinking through issues systematically, using the evidence available and applying sound judgement to make decisions * Convincing others, communicating with impact, and skilfully influencing to build support for change |  |