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| **Job Description** |
| **Post title** | Quality Assurance Manager (Residential Services) |
| **JE Reference No** | N11168 |
| **Grade** | Grade 15 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Children’s Social Care, Residential Services for Children in Care  |
| **Reporting to** | The post holder will report to the Strategic Manager, Residential Services |
| **Location** | Your normal place of work will be Abbey Woods, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **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. |

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| **Description of role** |

The purpose of the post is to lead improvement in the standard of practice across Children’s Residential Services, as part of the improvement programme and in line with the Children’s Home Regulations and Quality Standards, improving quality across the service through use of a range of quality assurance processes, including audit, review and service development and improvement projects working directly with registered managers and their teams.

The post holder will lead the development of Children’s Residential Services, as the number of Children’s Homes increases, ensuring stable and sufficient staff teams.

Drive the development of outstanding Children’s Homes which ensure our quality of care, safeguarding and leadership and management supports all of our children and young people to achieve their aspirations.

The post holder will support the Strategic Manager in driving forward the service development plan with specific responsibilities.

The post holder will work directly with the Registered Managers of the Children’s Homes, ensuring they are supported and challenged to deliver excellence. They will also work collaboratively with partners and colleagues to ensuring everyone’s contributions help drive us forward.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Ensuring children and young people living in our Children’s Homes are safeguarded, well cared for, achieving outcomes and where their views and wishes are listened to.
* Direct line management of the Children’s Registered Managers and oversight of the wider Residential Team.
* Oversee and support Registered Managers to comprehensively assess admissions into the Childrens Homes with appropriate decision making.
* Proactively link between the Service and Ofsted during and between Inspections. Ensure the Service and Registered Managers are well supported to prepare for inspection.
* Take a lead role in ensuring legislation and guidance is adhered to, and that best practice regionally and nationally is implemented.
* Lead the implementation of the audit programme across the Children’s Homes. This will include, but not be exclusive to Regulation 44 and Regulation 45. Develop systems and tools which support the quality improvement requirements and priorities of the service in line with the regulations and quality standards.
* Based on improvement themes that emerge from audit activity, and feedback from our children and young people, their families and champions, lead work with Registered Managers and their teams to improve aspects of practice that will assist them in delivering an outstanding residential offer.
* Analyse and report on inspection themes and trends using this to improve practice and quality across the homes.
* Lead the development of policies and guidance that will support the delivery of high-quality practice standards and processes which ensure high quality practice standards and records.
* Work collaboratively with other Service Managers across Children and Young People’s Services to ensure seamless work with safeguarding teams, children looked after teams, and specialist teams.
* Represent the Service in key partnership steering groups, meetings, and panels, and deputise for the Strategic Manager, Residential Services at key strategic meetings and internal senior leadership meetings, when required.
* Work closely with Human Resources colleagues to ensure workforce challenges are well understood and addressed, and that staff teams are afforded opportunities to keep skills and up to date to improve outcomes for children and young people.
* Work closely with colleagues to ensure Children’s Homes have a robust and modern approach to induction, management development and continued professional development.
* Gather and analyse the feedback from our children and young people, their families, and champions to understand how we are doing and what else we could achieve.
* Support Registered Managers in their role and provide supervision, appraisal, and mentoring.
* Ensure that information is shared with the Strategic Manager in a timely way using a range of sources such as audits, data, and reporting.
* Use researching and learning from best practice regionally and nationally to inform practice standards.
* Work in accordance with DCC Human Resources policies and procedures including supervision, appraisal, sickness management, health and safety and safe recruitment.
* Manage a designated budget and ensuring that all available resources are co-ordinated and managed achieving value for money in all circumstances through the monitoring and control of expenditure.
* Support the development of new homes, ensuring their swift registration and ongoing development.

Any other duties appropriate to the role and grade.

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 Strategic Manager or Head of Children’s Social Care.

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| **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 during the course of their work 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.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Management qualification at level 5 OR equivalent
* Level 5 Registered Managers Award Or equivalent
 | * A relevant degree
* Degree in social work OR equivalent social work qualification, i.e. CQSW, CSS or Dip SW
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| Experience | * Working within a children’s residential care setting or similar social work / social care setting
* Sufficient knowledge and experience to be registered with Ofsted as the Responsible Individual (RI) for the homes you are responsible for
* Experience of quality assurance and service improvement work
* Experience of child protection and safeguarding
* Experience of change management
* Partnership working relevant to children’s services
* Experience of inspection and regulatory practice
 | * Previous experience as a practitioner working with the service user group relevant to this post
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| Skills andKnowledge | * Exceptional knowledge and practice experience which directly relates to children’s residential care and the inspection framework
* In depth knowledge of the Childrens Homes Regulations and Quality Standards as well as the Ofsted Inspection Framework
* Knowledge of quality assurance techniques and service improvement
* Knowledge of legislation, regulatory standards and research relevant to children’s residential care and social work practice with children and families
* Ability to shape and lead on the policy and evidence standards within a residential care setting
* Ability to assimilate and analyse information and make informed decisions which manage risk
* Skills in developing and maintaining effective partnerships with staff from Children’s Services, other agencies and stakeholders
* Excellent and creative communication skills – verbal and written
* Ability to work to own initiative, to organise workload, prioritise, achieve deadlines and work under pressure
* Knowledge of children’s rights legislation including UN Convention on the Rights of the Child
* Ability to promote children, young people’s and their families/carers participation.
* Ability to work as part of a team and to lead teams
* The ability to manage and lead staff teams in often difficult situations where challenging decisions are required
* Excellent interpersonal skills and good negotiation skills
 | * Knowledge of government initiatives relevant to this area of work
* Committed to ongoing knowledge and skills development
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| Personal Qualities | * Commitment to working in a non-judgemental way where children and young people are at the centre of the work we do
* Enthusiastic and innovative approach to work
* Work well under pressure
* Enthusiasm for the provision of high-quality care services to children, young people and their families/carers
* Practice in an anti-discriminatory and anti-oppressive manner
* Has a good balance between getting things done and attention to detail
* Ability to work flexible hours, including some evenings and weekends if required
* Hold a current driving licence and have access to a car or access to a means of mobility support. (If driving must have current valid driving licence and appropriate insurance)
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