

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults, Health & Wellbeing		Service Area: Adult Social Care
JOB TITLE: Quality Assurance and Improvement Officer		
GRADE: K		
REPORTING TO: Adult Social Care Practice Lead		
1.	JOB SUMMARY: To work collaboratively with staff and key stakeholders to oversee the correct application of Council regulations, policies, and procedures in relation to the delivery of statutory duty and ensuring quality assurance and accreditation within Adult Social Care and Health. Working closely with colleagues across the Council, the Quality Assurance and Improvement Officer will develop, implement, monitor, and report on systems and processes to ensure consistent standards and quality of care and evidence of delivery across all Social Care teams. The post holder will be expected to work in partnership with other Council teams and external partners/ agencies to benchmark quality and support the improvement of practice where quality and consistency is identified as requiring improvement to drive up the quality of service across the Council.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	To develop and deliver a scheduled (and reactive where appropriate based on risk) programme of quality assurance reviews for key services and teams across adult social care. This includes operational Social Work / Occupational Therapy Teams, Co-located/Integrated Teams; in addition to service delivery / regulated services.
	2	To deliver comprehensive quality assurance assessments for key services, teams, and activities across adult social care. To evaluate a range of qualitative and quantitative evidence to make sound judgements on performance level/ratings and subsequently produce and present high quality clear and meaningful reports, guidance, and Improvement Plans for senior managers, elected members and the public.
	3	Work in collaboration with the Teams/Services led by the Assistant Director for Social Care and Assistant Director for Transformation to support the Councils development, monitoring and preparation for CQC Assurance of Adult Social Care.

	4	To provide specialist advice and guidance to staff to enable them to comply with procedural, contractual, and regulatory requirements and deliver continuous improvement to the quality of care and support that they provide. This will include external partners/ agencies including Care Quality Commission and Integrated Care Systems etc. To proactively identify and respond to emerging concerns about providers and ensure appropriate and timely intervention.
	5	Develop and deliver an annual QA plan for Adult Social Care which reflects priorities and expectations for service development identified through the Adult Strategy Action Plan.
	6	To work in partnership with regional Local Authorities / Designated Leads to determine a regional approach to benchmarking quality standards and shared approach. To participate and engage with feedback opportunities within this to ensure learning opportunities.
	7	To attend provider review meetings, following up actions and ensuring that information is reported in a coherent and timely manner to inform decision-making.
	8	To forge and maintain effective working relationships with a broad range of internal teams, external partners/ agencies and providers and ensure a culture of co-operation, collaboration and effective joint working is maintained.
	9	To participate in the management of programmes and projects from initiation through to completion where required, ensuring the successful delivery of required outcomes, and including the co-ordination of multiple work areas.
	10	To maintain all records and systems in accordance with defined procedures and compliance requirements.
	11	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

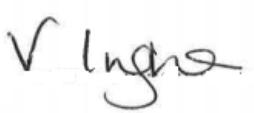
Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	V Ingham		09/02/23
			

Job Description dated:

QAIO Feb 2023



PERSON SPECIFICATION

Job Title/Grade	Quality Assurance & Improvement Officer	K
Directorate / Service Area	Adults, Health & Wellbeing	Adult Social Care
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Educated to degree level or equivalent professional qualification in a directly relevant subject area or equivalent demonstrable level of relevant work-related experience	- Social Work / Occupational Therapy Qualification - Leadership / Management Qualification - Audit Qualification	Application form
Experience	- Experience of working with quality management systems and quality assurance practices - Experience of managing and delivering service improvements, and working with service providers to improve quality of services and demonstrating outcomes - Delivering customer focused service - Promoting positive cultural change - Experience of Safeguarding procedures	- Experience of contributing to the production of contractual documents - Experience in reviewing service standards in accordance with contractual requirements - Experience in developing risk-based monitoring. - Decision making covering complex and varied issues	Application / Interview

Knowledge & Skills	• To familiarise with any new legislation or national guidance (NICE, SCIE, Social Work England, HCPC, etc) that is applicable to regulated service provision, share information with providers and assess service provision to ensure compliance. • Effective interpersonal and communication skills and the ability to build and maintain effective collaborative working relationships, work in partnerships and demonstrate political and commercial sensitivity and awareness. • Ability to use own initiative and proactively take ownership of tasks and assigned responsibilities. • Organisational skills; able to organise information, people, or things in a systematic way, establishing priorities and meeting deadlines. • Ability to identify areas of improvement, through performance management and service feedback • Ability to negotiate and communicate to deliver solutions and resolution through direct contact and engagement with service providers • Analyse situations, evaluate opinions, apply constructive challenge and produce effective and creative solutions • Deal effectively with a rapidly changing environment and issues • Demonstrate customer sensitivity and awareness • Competent in the use of MS Office applications with good keyboard skills and ability to adapt to information technology requirements. • Ability to produce structured and detailed reports of a high standard	• Knowledge of the Local Authorities functions and statutory duties • Knowledge of relevant legislation associated with adults and children social care. • Ability to think widely, solve problems logically and to seek independent solutions	Application / Interview
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Specific behaviours relevant to the post	• High level of attention to detail • High personal standards of self-discipline, ability to work without close supervision and often to tight deadlines • Highly motivated, energetic, not easily discouraged • Strong team player committed to an ethos of continuous improvement and collaborative working • Able to communicate both orally and in writing with a wide range of people	• Confidence to implement solutions and to challenge traditional thinking, able to think widely and solve problems logically	Application / Interview
Other requirements	• Due to the role requiring travel between venues across the borough, a full driving licence and access to a motor vehicle is required for this role	• Hold registration with any relevant Governing Registration Body (Social Work England / HCPC)	

Person Specification dated: Feb 2023