

JOB PROFILE

DEPARTMENT: Childrens Services	SERVICE GROUP: Social Care
POST TITLE: Quality Assurance and Improvement Officers	REPORTS TO: Quality Assurance and Improvement Team Manager
GRADE: PO4	SAP POSITION NUMBER: 501994434 and 501994435

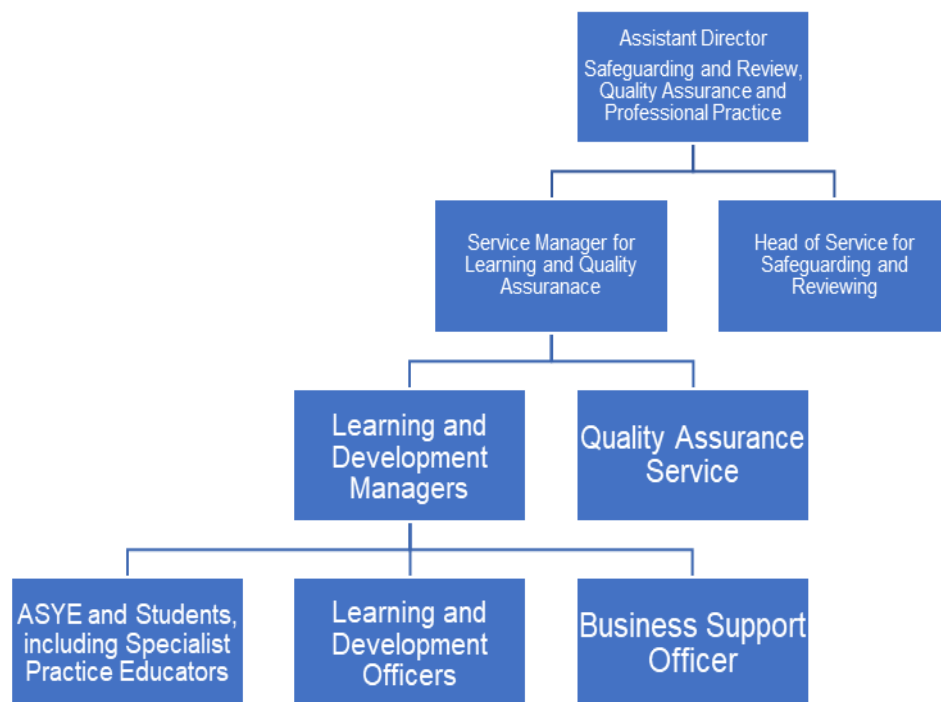
The following information is provided to people considering joining the Children and Families Trust to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

Key Purpose of Post
To improve and influence social care practice across the Trust by undertaking a variety of quality assurance activities for Early Help, Parenting and Family Support, Fostering, Social Work, Residential and Youth Justice Service. To undertake audits and other quality assurance activity using tools developed to assess each area of work to influence and improve the quality of services available to meet the needs of children and families in Bradford. To complete moderations of audits completed by managers to support consistency in practice across all areas of practice. To provide a forum for joint learning to understand what good looks like through coaching.
Main Responsibilities of Post
1. To undertake a variety of quality assurance activity to understand the practice and the services being delivered to children and families. This will be underpinned by restorative and relational approaches. 2. To offer high support and high challenge with our aspirations to achieve good consistent service for all our children and families.

3. Provide and share information on themes and practice issues arising from quality assurance activity to inform plans to improve services for children and families in Bradford.
4. Review and oversee case files to ensure that recommendations for actions for monthly audits have been completed through a dip sample process to identify good practice and contribute to improvement plans.
5. To complete moderations to ensure that there is consistency in practice across all areas including a coaching discussion to support managers to develop confidence with auditing to develop a shared understanding of what good looks like.
6. Undertaking specific audits and reviews as required for case reviews or support for service.
7. Collaborates with children and families to understand quality of practice.
8. Contributes and works with managers across the service as part of the quality assurance framework to ensure that audits are influencing practice.
9. Provide coaching to practitioners to enable them to understand audit findings and improve as well develop practice.
10. Provide training for managers on completing audits and grading to support a shared and consistent approach understanding the quality of services being delivered to our children and families.
11. Remain up to date and compliant with all relevant legislation and adhere to organisational procedures, policies and professional codes of conduct to uphold a high-quality seamless service alongside identifying own continuing professional development needs and strive to meet these.
12. Contribute to preparation of inspections across all practice areas.
13. Influence practice standards and training to meet service need.
14. Provide/offer expert opinion within the organisation and others as a result of developing expertise in one or more areas of practice and acting as a member of a professional or Service Planning Group.
15. To participate continuously in professional development opportunities including regular supervision and appraisal in line with registration and Social Work England standards.
16. To act in accordance with the priorities and policies of the Department, actively promoting and supporting council policies on equality and working in an anti-oppressive manner.
17. Demonstrate a personal commitment to continuous self-development and service improvement.
18. Have a positive attitude to create a culture of learning.

Structure:**Special Knowledge Requirement: Essential for shortlisting**

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
Due to the Government's Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold</u> level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview).	x
Be able to apply and consolidate knowledge of social work practice, including an understanding of Early Help, Fostering and Youth Offending Service; be able to demonstrate a comprehensive understanding of these services, developing and maintaining expertise in field of practice and supporting others to apply knowledge and practice.	x
Understand and apply ILACS framework and evaluation criteria.	x
Ability to apply an understanding of child development in practical situations connected to children at risk of significant harm.	x
Be able to take responsibility for own learning, identifying gaps in knowledge and researching for relevant materials.	x
Be able to apply critical reflection and analysis to inform and provide a rationale for professional decision-making, including providing critical reflection, challenge and evidence-informed decision making in	x

complex situations.	
Operate effectively within multi-agency and inter-professional partnerships and settings, working within the organisations remit, including demonstrating a sophisticated knowledge of relevant legislation and the ability to influence organisational development.	x
Able to monitor standards of practice and where necessary offer challenge and support around working practices that do not meet the required standard.	x
Embeds a culture of continuous improvement and quality.	x

Relevant experience requirement: Essential for shortlisting
Experience of supporting the learning and development of other practitioners to improve practice and have a positive impact on outcomes of service users including the development of students, newly qualified social workers and other practitioners
At least 4 years' relevant social work experience of which 3 years must be post qualification; with a minimum of 6 months as an experienced social worker. Paid or voluntary work in a similar, relevant field will be considered at application stage.
Experience of working with professional staff to support them to deliver high quality work.
Relevant professional qualifications requirement: Essential for shortlisting
A recognised professional Social Work Qualification e.g. Degree in Social Work, DipSW, CQSW or equivalent as recognised by the Health and Care Professions Council
The candidate must be registered with the Social Work England (SWE) and ensure responsibility for maintaining registration with SWE.
Advanced IT skills – Microsoft Word, Outlook and Excel are required as well as excellent time management and multi-tasking skills
Core Employee competencies to be used at the interview stage
Carries Out Performance Management – covers the employee's capacity to manage their workload and carry out several specific tasks accurately to a high standard.
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
Undertakes Structured Problem-Solving Activity - covers a range of analytical skills

required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions		
You must be able to work evenings, weekends and bank holidays as required by the needs of the service. You must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
There is a requirement for the post to have DBS checks You need to have a full driving licence and a car available		
Compiled by: Amandip Johal	Grade Assessment Date:	Post Grade: