

HAY JOB DESCRIPTION

POSITION TITLE	Quality Assurance Manager		
LOCATION	Exeter or Home based		
REPORTING TO	Senior Manager Quality Assurance Reviewing and Safeguarding Service (QARSS)		
SERVICE/SECTION/SCHOOL	Children's		
DATE OF EVALUATION	26/10/21	EVALUATED GRADE	L9
EFFECTIVE DATE OF JD	Oct-21	JOB NUMBER	H.0400

JOB PURPOSE: *Describe in one or two sentences the basic reason why the job exists*

The post holder will lead on the reporting on the delivery of all relevant statutory functions and priorities in relation to child protection, children in need, children in care and care leavers activities and make recommendations to Childrens Services Leadership Team (CSLT) and Childrens Social Care Senior Management team (SMT) for practice development to ensure services are delivered effectively, efficiently and in line with DCC practice, standards and guidance and service specifications.

The postholder will be singly responsible for sharing key messages and weaknesses in practice identified through the coordination of quality assurance with improvement leads and coordinating and overseeing the mapping of remedial improvement activity, training, workshops and learning circles to address shortfalls. The postholder will oversee the implementation of improvement activity and be responsible for measuring impact of improvement activity on improving SW practice across childrens' services.

CONTEXT: *Please explain how the job fits into the organisation and how it relates to other functions, both internal and external, for example national initiatives.*

The post holder will provide coherent and effective strategic leadership and be responsible for the development, implementation and monitoring of the QARSS (Quality Assurance Reviewing and Safeguarding Service) Business Plan for children's social work by ensuring effective performance management, including identification, reporting and resolution of performance, risk and capacity issues across a significant spectrum of activity.

The post holder will lead the development and implementation of the learning and improvement framework for all social care practice operations across Devon including all MASH child protection, fostering, Children in need, Children in care, care leavers activity - in line with the latest research, policy and legislation and our local practice approaches.

The post holder will be responsible for bringing together a range of qualitative and quantitative data to support continuous learning and good practice for all social care practice operations across Devon and will:

- Have lead responsibility for the development and implementation of specific complex high-profile projects in accordance with the Authority's strategic priorities and manage all communication and risk issues.
- Lead on specific practice improvement priorities within QARSS, in specific service areas or across the county

- Manage service performance, maintaining quality assurance and continuous improvement and learning frameworks and fulfil data collation and reporting requirements.
- Provide strategic Leadership of the service areas to improve and promote integrated, evidence-led, basic and innovative practice and ensure it develops within a controlled framework that supports improved child protection and child wellbeing.
- Ensure QARSS staff develop key engagement with children, young people and relevant stakeholders and make recommendations to the Senior Manager QARSS on future service development, efficiencies, commissioning and decommissioning to ensure services meet and flexibly respond to need.
- Have responsibility for the overall strategic improvement and coordination of training and improvement mechanisms to improve children’s social work practice. Managing staff in accordance with Council Policies and providing strategic leadership to the workforce, upholding positive behaviours, championing improvements, distributing leadership and leading change.
- Promote and implement learning from case reviews, practice standards, encouraging access to practice guidance and research to support evidence-based practice
- Work with Customer Services Complaints Team to ensure that key messages from compliments and complaints are identified, collated and shared and lead to practice improvements.
- Work with Emergency Duty Service (EDS), Early Help, SEND, Bridges and other teams to develop, and embed purposeful engagement and subsequent learning from audit activity.
- Oversee all decisions by CP chairs and IROs in relation to developing child protection and children in care plans to keep these vulnerable cohorts of children safe through multi agency plans.
- Meet regularly with all Improvement Leads to review, track and adjust improvement activity to ensure Social work practice improves at pace and improvement is sustained.
- Support the resilience of the service by providing cover for the operational leads for Child Protection and the Independent Review service as required
- Embed Family Group Conferencing across QARSS and ensure that the 2 FGC workers contribute to reduction of the number of children on child protection plans and develop bespoke packages of support to enable parents to develop improved and sustained quality parenting for their children.

External

- To lead on identifying mapping and programming themed audit activity as well as work with Devon Childrens and Families Partnership (DCFP) to fully engage in multi-agency audit activity and share learning
- To identify, notify to Ofsted and attend all Rapid Review meetings and provide reports as and when to DCFP on behalf of CSC
- To identify, develop and maintain relevant internal relationships and partnerships with external organisations.

RESOURCES

Finance	<p>Postholder will be directly responsible for managing the budget for 3 staff - 2 Quality Assurance Officers and 1 Quality Assurance analyst – a total of £200,000/annum and indirectly contribute to the responsibility for the management of the £2.2m base budget of the Senior Manager.</p> <p>The postholder would have financial responsibility for any externally commissioned audits, reviews (for example the 2021 parental suicide review) in the order of £100,000 p.a.</p>
---------	---

Staff	The QA Manager will have direct line management responsibilities for 5 staff: 2 Quality Assurance Officers and 1 Quality Assurance analyst and 2 Family Group Conference Workers. This will require the allocation of work, coordination of focused tasks, overseeing collation and dissemination of key quality assurance lessons, practice trends and themes and delivery of training, workshops and learning to staff across children's services. These staff are all based within QARSS but likely to be home located or office based on a limited basis.
Other	Responsibility for Quality Assurance, Key Performance Measures, budget monitoring and work force development within QARSS The postholder would have responsibility for representing Childrens Social Care at the Devon Children and Families Partnership (DCFP).

KEY ACCOUNTABILITIES:		%
1	<p>To hold lead accountability for the delivery of high quality safeguarding and child protection services, including staff performance, resources and assets within the area.</p> <ul style="list-style-type: none"> • To complete a monthly analysis report for the Senior Manager QARSS on performance, lessons learned through audit activity as well as recommendations for learning opportunities, training and practice improvements. • To support an effective quality assurance approach, promoting continuous learning from practice and professional development by creating and delivering individual and group training and development to social workers and social work students. • To supervise the QA analyst and ensure that their maintenance, allocation and follow up of the monthly audit programme is timely, well targeted and to a high standard. • To lead on development and contribute to the implementation and embedding of the QARSS Improvement and Business Plans • To ensure that DCC resources both financial and non-financial are effectively managed and compliant. • To complete moderations of monthly audit activity and report findings and application of grades by auditors. • To undertake activities and oversee the feedback to locality staff mechanisms, to ensure key lessons and improvements are understood and embedded in practice and lead to improved outcomes for children and young people • To ensure that all new area staff receive an effective induction and regular performance reviews in accordance with the DCC policies and procedures. • To effectively line manage, support and provide professional supervision to direct reports • To identify own learning and development needs to continually improve upon practice and to support CPD. • To demonstrate the standards of proficiency as required by Social Work England in order to maintain registration 	
2	<p>To ensure services are delivered effectively, efficiently and in line with DCC practice, standards and guidance and service specifications.</p> <ul style="list-style-type: none"> • To lead on and contribute to a comprehensive Quality Assurance Framework across the service, by undertaking a range of auditing activity, analysing and distributing findings to develop a learning culture including undertaking case and thematic audits 	

	<ul style="list-style-type: none"> • To ensure safeguarding practice within the area conforms to DCC practice standards and guidance and legislation and policy. • To lead on the facilitation and coordination of service and team-based learning in line with the priority areas for improvement. Working with the Principal Social Worker and Senior Managers to identify gaps in professional capabilities and to put in place development plans. • To provide safeguarding advice and reference for decision-making to team managers are required. • To lead and co-ordinate a bi-annual Practice week that engages Senior Managers from DCC and partner organisations in front-line practice • To provide business plans and regular service reports to the Senior Manager and others as requested • To monitor and analyse progress against agreed service objectives and when required recommend or take action to ensure objectives are met. • To ensure compliance with the range of quality assurance measures through regular supervision, case monitoring, auditing and reviews. • To actively promote a culture of learning and the use of evidence-based practice as part of the plan to improve the quality and consistency of practice. • To model the standards for supervision and support in consultation and partnership with Team Managers including auditing the quality of supervision with Children's Social Care against the standards and providing feedback. • Ensuring that services are delivered in line with DCC's vision for children and young people's participation. 	
3	<p>To identify, develop and maintain relevant internal relationships and partnerships with external organisations</p> <ul style="list-style-type: none"> • To identify key partners and take the lead on building and maintain effective professional relationships in order to promote services, ensure effective mechanisms for referrals and support the sharing of knowledge gained through the provision of safeguarding services • To audit, observe and facilitate the learning and development of all Social Workers and Managers to develop their professional capabilities in line with the Professional Capabilities Framework, Children & Families Knowledge and Skills Statement and National Accreditation and Assessment Scheme • To work with operational and senior managers to provide support to identified individuals and teams as part of the Audit Schedule and Learning and Development Plan for the Service • To lead on the monitoring of practice improvement and provide feedback to Social Care managers and to escalate concerns to the appropriate senior manager where risk is identified and/or progress is not being made in line with the Improvement Plan 	

It should be noted that the duties or tasks associated with of the post may change from time to time without altering their general character or the level of responsibility entailed and without affecting the grading of the post.

For all roles the job holder must:

- Be aware of the Council's aims, organisational values and behaviours and their impact on this post,
- Seek to eliminate discrimination, advance equality and foster good relations in accordance with the Council's Equality in Employment Policy,
- Carry out all duties and responsibilities with reasonable care for the health and safety of you and any other person who may be affected by your acts or omissions at work and to co-operate fully with the County Council in health and safety matters.

- To comply with the General Data Protection Regulation (GDPR) as enacted by the Data Protection Act 2018.
- Participate in the Council's performance management process,
- Carry out the duties of the post in accordance with the Council's rules, regulations and policies

The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out such other appropriate duties as may be required within the grading level of the job and the competence of the job holder.

KNOWLEDGE AND EXPERIENCE:

- A recognised social work qualification or another relevant professional qualification within a social care setting and registration with the relevant social care council or professional body within the UK.
- Significant post qualifying experience in childcare practice.
- Sound experience in relation to the investigation, assessment and the management of complex children's case work throughout the child's journey
- Comprehensive and advanced knowledge base of relevant law, guidance, policy and practice in the area of Safeguarding children and Children in Care.
- Evidence of providing strong leadership, direct and indirect staff management, including supervising and motivating others to achieve high performing teams.
- Evidence of managing multi-agency working and partnerships to lead safeguarding policy and service provision, where necessary resolving conflict between staff and partner agencies/stakeholders.
- Evidence of understanding diversity and leading and managing within equal opportunities and anti-oppressive framework.
- Evidence of significant experience of the IRO and ISRO purpose and responsibilities and the wider aims of the roles and Unit.
- Sound experience in relation to the investigation, assessment and the management of complex children's case work throughout the child's journey.
- Evidence of a confident understanding of strengths-based, restorative and relationship-based approaches and a broad and strong evidence-base to their own practice.
- Knowledge and experience of enabling the participation of children and young people, parents, carers and other stakeholders in the development of the delivery of services.
- Significant organisational skills, particularly with regard to the provision of high-quality training events.
- Ability to fulfil all spoken aspects of the role with confidence and fluency in English
- Outstanding oral and written communication skills including collaborative restorative style of practice
- Motivated, energetic and ambitious.
- Resilient, calm and solution focused.
- Ability to manage both personal and professional development using supervision, consultation and support where necessary.
- Evidence of applying IT systems and programmes for maintain records and quality assurance of safeguarding services
- Ability to work as an accountable member of a management team and make a contribution to wider strategy.
- Outstanding analytical skills
- Understanding of a range of management approaches
- The ability to deliver impactful presentations to different audiences to affect attitudinal change and ensure commitment.

- Evidence of using IT systems and programmes for maintaining records and quality assurance.

APPROVAL: I confirm this Job Description conveys a full and accurate description of the job and has been agreed with the post holder (where applicable).

SIGNED:

Line Manager (Name and Job Title)

DATE

QARSS proposed structure Sept 2021

