

Role Profile

Job Title:	Quality Assurance Officer
Location:	Colindale
Department:	Workforce Development
Directorate:	Family Services
Grade:	K £58, - £63,690
Salary Range:	£56,376 - £61,653
Reports to:	Asst Head of Safeguarding, Quality Assurance and Workforce Development

1. Job Purpose:

To be responsible for undertaking audits and contributing to the development and implementation of quality assurance and consultation systems, focusing in particular on Family Services key priorities and to drive action to improve services

To participate and undertake audits in accordance with the audit programme for Barnet Family Services ensuring effective and evaluative scrutiny of practice.

Under the leadership of the Quality Assurance Manager and in collaboration with managers, the children's workforce and key stakeholders, the post holder will undertake and co-ordinate audit activities to drive practice improvements in line with organisational and national standards.

The post holder will have a strong background in social care practice and will demonstrate a creative and flexible approach to evaluating, monitoring and improving practice

2. Key accountabilities:

- To be accountable for delivering and contributing to the effective monitoring and tracking Barnet Family Services Quality Assurance activities and Practice Improvements.
- To participate in the collection, analysis and interpretation of all audit and quality assurance management information and its publication/dissemination to relevant audiences.
- To support monthly Case Audit by Managers ensuring it is carried out and that the information gathered is analysed, collated and published as appropriate.

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- Support the Practice Development, Innovations and Programmes Manager to identify areas of practice shortfall and excellence in service delivery and professional practice
- To produce regular and high quality, analytical and concise written audits on practice quality with clear and recommendations
- To track audit actions against progress
- To support the organisation to identify and operate ongoing methods for the involvement of service users, including carers and minority ethnic groups, in feedback and audit processes, ensuring that families are able to participate in the development and review of practice and quality assurance
- To support managers to fully disseminate audit findings within Family Services through presentations and undertaking direct/feedback training as appropriate
- To design and undertake thematic audits as required
- To raise standards and improve practice and services delivered to children, young people and their families through a robust, regular and purposeful scrutiny of practice
- Contribute to the development of a culture of organisational learning through dissemination of learning through appreciative enquiry, audit, learning from serious case reviews and practice reflection activities
- Contribute to the creation of an effective audit programme to identify areas for learning and practice improvement or development and continually monitor the effectiveness and impact of training and learning activities on practice quality
- To help co-ordinate the arrangements for external inspections and monitoring of post- inspection action plans
- Be an effective representative of Barnet Family Services, acting at all times in a professional manner by attending meetings and forums in accordance with the scope of the role and actively contributing towards local and national service developments and initiatives in the sector
- Contribute to personal supervision and your own continuous professional development
- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager

Health and Safety Factors

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

General

- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

3. Promotion of Corporate Values

To ensure that sharp customer care focus is maintained to the agreed standards according to the council's values, policies, and guidance. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

To ensure that a high level of confidentiality is maintained in all aspects of work, whilst facilitating the storing and sharing of information in line with the Data Protection Act 1998 and the Crime and Disorder Act 1998.

To ensure that the Council is appropriately represented to a high professional standard and its values upheld in public arenas.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

The post holder may be required to work outside normal office hours including evenings, weekends, and Bank Holidays.

5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Must hold registration with Social Work England (SWE)	Essential	Application
Evidence of a UK recognised Social Work qualification and post-qualifying experience in a children's statutory setting.	Essential	Application
Must have a satisfactory enhanced DBS outcome	Essential	Application
Experience & Knowledge		
Excellent knowledge of relevant legislative frameworks, government guidance, policies and procedures relating to Children and Families	Essential	Application/Interview
Proven track record of delivering high quality social work practice.	Essential	Interview
Demonstrable experience of evaluating practice quality leading to timely, sustainable and measurable improvements.	Essential	Interview
Evidence of continuous professional development.	Essential	Application/Interview
Must be IT competent, including Microsoft Office Word and Excel, information management and recording systems.	Essential	Application
Skill & Ability		
Detailed knowledge of government guidelines and standards that support the delivery of safe, high quality service.	Essential	Application/Interview
Knowledge of professional codes of practice that underpin the Children's Workforce in statutory and early help settings.	Essential	Application/Interview

Proven track record of working collaboratively with managers in children's services and in partnership with other agencies.	Essential	Interview
A well-developed knowledge base about the components of, and evidence for excellent social work practice.	Essential	Interview
Ability to prioritize, monitor and be accountable for delivery of purposeful and high quality assurance activities.	Essential	Interview
A high level of consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner.	Essential	Interview
A good understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.	Essential	Interview
A good capacity to deliver high quality work to deadlines in a high demand environment.	Essential	Interview
Ability to contribute to the analysis and evaluation of complex information including data, spreadsheets and trends analysis.	Essential	Interview
Ability to work as part of a team and contribute to strategic and operational service developments.	Essential	Interview
Ability to work across professional boundaries demonstrating a clear understanding of the roles and responsibilities of other agencies to promote an integrated approach and multi-disciplinary working to achieve results.	Essential	Application/Interview
A strong professional interest in research findings and their contribution to the development of best practice.	Essential	Application/Interview
A good working knowledge and understanding of child protection and children in care policy and processes.	Essential	Application/Interview
A strong capacity to share information verbally and by writing concise reports about children in order to safeguard them and promote their welfare.	Essential	Interview
To be able to thrive in a complex environment and demonstrate resilience.	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Desirable	Interview

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Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role	Desirable	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Desirable	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Desirable	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Desirable	Interview