

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: |

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| Practice Improvement and Quality Assurance Officer |

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| HBC Grade: | HBC 11 |
| Service: | Childrens Social Care: Safeguarding and Quality Assurance |
| Division: | Children’s Services |

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| **Main Purpose of the Role** |
| The role will support the development of the quality of the service's audit activity as a key driver to improving outcomes for children, young people and their families. The post holder will undertake qualitative audits of practice within Early Help and Children’s Social Care and will lead and participate in key aspects of quality assurance activity providing independent and accountable evaluation of practice and outcomes against legal frameworks, practice standards and good practice. These objectives will be delivered through audit activity, moderation of the quality of audits to ensure accuracy and the identification of strengths and learning, writing reports on findings and presenting these to varying audiences of managers and practitioners, and through the delivery of training in relation to audit activity. Strong analytical and communicational skills are essential. |

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| **Key Duties**  |
| **1** | Undertake qualitative audits of practice and quality assurance activity to identify and highlight good practice, scrutinise and challenge practitioners and managers on quality of practice, identifying and escalating concerns. Embed learning and strengthen the management oversight across EH and CSC. |
| **2** | Undertake regular moderation of audits completed by the service to ensure quality and consistency providing feedback to the auditor and the service. |
| **3** | Lead and participate in thematic audits in relation to issues as they arise, emerge or are identified. |
| **4**  | Lead and participate in multiagency audit and quality assurance activity. |
| **5** | Speak to children, young people and their parents/carers regarding their experience of Halton Children’s Services to inform audit and quality assurance. |
| **6** | Undertake post-audit discussions with practitioners and managers to review and reflect, identifying areas of good practice and areas for improvement and professional development.  |
| **7** | Utilise information systems to create, collate and analyse audits. |
| **8** | Analyse audit findings, producing insightful reports to support managers and practitioners in understanding the quality of practice across EH and CSC. |
| **9** | Produce and deliver presentations and summaries of findings to support individuals, teams, and services in continuous improvement. |
| **10** | Develop action plans following individual audits and provide critical input or lead in formulation of plans to support teams or service areas to address audit and quality assurance findings. |
| **11** | Undertake observations of practice to inform quality assurance and auditing activity providing a written summary report. |
| **12** | Deliver training and guidance to managers who undertake audits. |
| **13** | Develop positive working relationships with colleagues at all levels of the organisation to embed learning and improve quality of practice. |
| **14** | Undertake observations of practice to inform quality assurance and auditing activity providing a written summary report. |
| **15** | Liaise with designated managers and comply with service requirements regarding supervision, undertaking continuous professional development and attendance at formal training. |
| **16** | Contribute to multi-agency audit and themed audit programmes, presenting findings, challenging where appropriate and engaging in the development of multi-agency responses to key thematic findings. |
| **17** | Be aware and responsive to the differing needs of all groups within the the community. |
| **18** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| Qualified Social WorkerSocial Work England registration  | Post qualifying management or Practice Educator award | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | At least 3 years practice experience in the delivery of direct support to children, young people and families. | Understanding of child development including ages and stage related development from 0 to 19 and the impact of adverse childhood experiences and therefore the implications for practice. | A strengths based, systemic approach | Application / Interview /Assessment |
| Supervisory experience within the delivery of direct support to children, young people and families. | Knowledge of key legislation and policy frameworks surrounding early help and children's services and their application. | Ability to lead single or multi-agency thematic auditing activity. | Application / Interview /Assessment |
| The ability to deliver strengths-based reflective practice. |  | Ability to critique practice and records, recognising, celebrating good practice and challenging poor practice. | Application / Interview /Assessment |
| Experience of Ofsted grading and evaluation criteria as well as a clear view about what Good looks like. |  | Capable of working under pressure and acting decisively when required. | Application / Interview /Assessment |
| Experience of quality assurance and undertaking audits. |  | Committed to teamwork and a good team player. | Application / Interview /Assessment |
| Experience of identifying good practice and challenging practice of practitioners and managers. |  | Receptive to new ideas and approaches. | Application / Interview /Assessment |
| Experience and delivery of individual and group work activity. |  | Ability to work positively and constructively with colleagues, managers and partner agencies through effective communication and networking skills. | Application / Interview /Assessment |
|  |  |  | Ability to network effectively and build effective and efficient working relationships that secure better outcomes for children and young people. |  |
|  |  |  | Confidence of convictions when rigorously assessing planning for children. |  |
|  |  |  | Ability to undertake observations of individual or group work practice. |  |
|  |  |  | Ability to work under pressure within tight timescales and manage competing priorities. |  |
| **DESIRABLE** | Previous experience of leading and developing an audit programme. |  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Enhanced DBS |  | Interview / Assessment / Documentation  |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.