



Job description	
Job title	Practice Improvement Officer
Grade	Pay Band M / SCP 34-35
Directorate	Children's Social Care
Section/team	Safeguarding & Quality Assurance Service
Accountable to	Quality Assurance Team Manager
Responsible for	No supervisory responsibilities
Date reviewed	June 2024

Purpose of the Job

As Practice Improvement Officer you will participate in taking forward Knowsley's Improvement Plan, looking to develop and support practice and practitioners across Children's Social Care.

In this key role you will identify areas for learning and development and engage all areas of the workforce in improvement. You will deliver improvement through coaching and mentoring, as well as training and learning. Your focus will be aligned to Knowsley's model of practice.

You will identify and act upon areas of need based upon quality assurance findings, as well as developments in social care policy and practice. You will gather data, maintain a high level of record keeping and provide reports to managers and senior leaders.

You will support, develop, and provide challenge to managers and practitioners to ensure the Council delivers high quality practice and complies with legislation, regulation, and social care practice standards.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Using experience of practice improvement, you will provide a professional, responsive, and collaborative approach to practice improvement, working to ensure the very best outcomes for children, young people, and their families
- You will contribute to practice improvement activity to deliver against Knowsley's strategic improvement plan and the services plan meeting



organisational standards and legislative requirements and supporting the council's vision

- You will possess knowledge and understanding of the Post Qualifying Standards (PQS), Social Work Professional Capability Framework (PCF) and Practice Standards
- You will have knowledge of HR Policy and Procedures, Developing People Policy, Workforce Strategy, Progression Policy, and internal working policies relevant to the post
- You will have knowledge of legislative frameworks, including the Children Act 1989, Children Act 2004, Children and Social Work Act 2017, Human Rights Act 1998 and knowledge of the Children's Charter.
- You will ensure the statutory duties of the Council are fulfilled and met in accordance with legal requirements and service responsibilities in accordance with the responsibilities of the post taking into consideration the council's duty to promote and safeguard children
- You will incorporate policies relating to equal opportunities and anti-discriminatory practice into every day working practice and challenge discrimination and prejudice wherever it occurs
- You will contribute to and undertake a range of inspection processes such as file analysis, audits and quality assurance activity, contributing to identification of consistently excellent services and those requiring improvement
- You will provide professional advice and guidance where gaps in service or service standards are identified
- You will ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, and maintained
- Provide detailed audit reports in respect of the work of the service, ensuring mechanisms are in place that evidence that outcomes are disseminated and embedded into practice across relevant services.
- You will possess knowledge of various models of Social Work practice and promote a culture of learning and evidence informed practice by delivering relevant training, ensuring departmental forms and policies are aligned with Knowsley's practice model.
- You will assist the Quality Assurance Team Manager in the collection and analysis of data, as required by the organisation
- You will support the Quality Assurance Team Manager with the development of Council policies and procedures within Children's Social Care including integrated planning across partner agencies
- You will provide supervisory guidance and instruction to individuals to help them achieve their potential and contribute to their professional development and practice.



- You will possess abilities to inspire teams to provide the highest possible customer service and act as a 'role model' to influence cultural change
- You will develop and sustain good joint working relationships with a variety of external agencies to deliver existing and new practices consistently and to a high standard; promote inter-disciplinary relationships and partnership working and encourage integrated ways of working wherever appropriate
- You will be an advocate for children, young people and families and ensure their voice is heard throughout case work
- You will engage with and gather feedback from social workers, to use in service improvement and contribute to building an effective and well-motivated workforce and identify and address performance issues consistent with Children's Social Care's policies and procedures
- You will provide professional challenge and advice to colleagues, managers, and partner organisations
- You will maintain records to a high standard and produce high quality reports to inform managers and senior leaders
- Keep up to date with national guidance and policy, providing advice and support on developments in practice according to local and national issues
- Ensuring that practice reflects the diverse needs of children, young people, and their families
- Pursuing appropriate personal and professional training and development opportunities to ensure compliance with Social Work England and Directorate standards/expectations.
- To attend Safeguarding and Quality Assurance Team Meetings and assist with practice improvement and quality assurance activities to support practice standards and outcomes for children and families.
- Any other duties (commensurate with the grade) which will assist the Service in meeting its objectives.

Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.



Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

Key Points

- This post requires an enhanced DBS – which will be reviewed every three years.
- For qualification and registration requirements, see person specification – evidence will be required prior to commencing the role.