

Job Title: Quality Assurance Manager	Role Profile Number: PCDH58
Grade: S	Date Prepared: 5 May 2021
Directorate/Group: Children, Families and Community Health / Adult Services	Reporting to: Service Manager, Quality Assurance & Review (Children's Services) Head of Social Work (Adult Services)
Structure Chart attached:	No

Job Purpose

- To lead on implementing the quality assurance framework, (and the processes associated with it), that relates to services for children and families / adults in Swindon Borough Council (SBC).
- To be responsible for ensuring that audit processes are carried out; that they are effective; that they capture relevant information to support analysis of the quality of practice in our services; and that learning from audit significantly contributes to service improvement.
- To provide regular high-quality reports to managers, leaders, and strategic and performance boards; to share knowledge and expertise about the good practice in our services; and to significantly contribute to service self-assessment and evaluation.
- To be responsive to concerns about the quality of practice; holding colleagues to account where services need to improve; and to work alongside Child Protection Conference Chairs and Independent Reviewing Officers (Children and Families specific) / Adult Safeguarding Managers (Adult Services specific) in providing effective scrutiny and challenge.
- To be responsible for ensuring the efficacy and effectiveness of the quality assurance framework, and review it regularly to ensure that it reflects service needs and national best practice.
- To identify the learning, development, and improvement needs of the children and families / adults workforce and to work closely with the Principal Social Worker (Children's / Adults) to ensure that these needs are met. This will include providing learning and development to colleagues in relation to auditing and quality assurance.
- To ensure that quality assurance arrangements meet the requirements of regulation and inspection.
- To take responsibility for the development and implementation of the Annual Audit Plan and support other managers when planning and delivering audit activity.
- To ensure that children, young people and families / adults are able, and are supported, to share their

experience of services; that their views are highly valued; and that any learning from this leads to service improvement.

Key Accountabilities

- To ensure that the Quality Assurance Framework is effective in providing a 'window into practice'.
- To champion best practice and uphold high standards in service delivery.
- To develop effective working relationships with colleagues and service leaders within SBC and with safeguarding partners, whereby an environment of high support and high challenge is supported.
- To contribute to the quality assurance activity of the Swindon Safeguarding Partnership, including completing reports for case reviews.
- To be responsive to changing service needs and able to adapt quality assurance activity accordingly.
- To support all of the workforce in their audit practice, and provide learning and development opportunities as required.
- To represent Swindon Borough Council in relevant local, regional, and national forums.
- To support the Service Manager Safeguarding, and Service Manager Practice and Development, in relation to service evaluation activity, including inspection, external service review, and Practice Week (Children and Families).

To support the Service Manager Safeguarding in relation to service evaluation activity (Adult Services)

Supplementary Accountabilities

- To manage relevant staff when required.
- To Chair Child Protection Conferences and Child Looked After Reviews when required (Children and Families specific)
- To support the effective functioning of performance clinics when required.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Post qualification experience as a manager of Social Workers providing services for children and families, ideally in a range of service settings (Children and Families specific).
- Post qualification experience as a manager of Social Workers providing services for adults, ideally in a range of service settings (Adult Services specific).
- Knowledge and understanding of national and local performance indicators and targets, and experience of managing performance, quality, and business change within service delivery.
- Detailed knowledge of the legislation, statutory guidance, policy, procedures, practice frameworks, and best practice relevant to the work of Children's Services / Adult Services.
- Knowledge and experience of using research and best practice guidance, and in disseminating it

effectively to enhance the quality of services.

- Knowledge and understanding about the impact of diversity on children and families / adults, and the workforce, and evidence of commitment to meet diverse needs.
- Ability to work flexibly and manage a complex workload. Excellent time management skills to prioritise, set, and meet deadlines

Qualifications

- Qualification in Social Work recognised by Social Work England

Decision Making

- To know when to escalate significant concerns about the quality of practice.
- To be able to make evidenced judgments about the quality of practice under scrutiny.
- To decide on priority areas for service improvement based on the outcome of quality assurance activity.
- To be able to re-direct the activity of self and others according to service needs and priorities.
- To make decisions about protection and care plans when covering the role of CP Conference Chair or IRO (Children and Families specific)

Creativity and Innovation

- To be able to resolve complex problems and areas of dispute sensitively and with empathy.
- To use the findings from quality assurance activity and construct the most efficient way to improve practice.
- To survey the national best practice landscape and be able to identify what will work well to meet the best interests of children and families / adults in Swindon.

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- To work as part of the Quality Assurance and Review Service and share responsibility for providing service assurance and improvement functions.
- To work alongside peer Team Managers and support their personal and team development in relation to best practice and learning from audit.
- To advise and report to leaders in SBC and the Safeguarding Partnership and undertake tasks at their request.
- To facilitate partnerships with children and their families/ adults that use our services so that they can influence service improvement.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	