

Job Title: Quality Assurance Advanced Social Worker	Role Profile Number: PCDH110
Grade: R	Date Prepared: 15/12/21
Directorate/Group: Safeguarding, Quality Assurance & Review Service Children Families & Community Health	Reporting to: Quality Assurance Manager
Structure Chart attached:	No

Job Purpose

The Quality Assurance Advanced Social Worker will support implementing the Quality Assurance Framework, (and the processes associated with it), that relates to services for children and families in Swindon Borough Council (SBC).

The Quality Assurance Advanced Social Worker will support the delivery of audit processes ensuring; 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.

The Quality Assurance Advanced social worker will help 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.

They will play a leading role in improving practice within the service via mentoring assigned social work staff, leading Team meeting discussions and workshops, taking responsibility for updating the service on practice developments that emerge from auditing

The Quality Assurance Advanced Social Worker will be responsive to concerns about the quality of practice; holding colleagues to account where services need to improve.

They will support the efficacy and effectiveness of the quality assurance framework, and support reviews to ensure that it reflects service needs and national best practice.

The Quality Assurance Advanced Social Worker will work with data and systems teams to collect, review and report on systems and processes that supports quality assurance work, to help make them effective and efficient

The role will be involved in identifying the learning, development, and improvement needs of the children and families workforce and to work closely with the Principal Social Worker to ensure that these needs are met. This will include providing learning and development to colleagues in relation to auditing and quality assurance.

The role will be involved in the development and implementation of Audit Plans and support other managers when planning and delivering audit activity.

The role will liaise and work closely with the Participation Team to ensure that children, young people and families are able and 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

- The Quality Assurance Advanced Social Worker will use audit results to inform social worker learning and development working closely with the Principal Social Worker to identify and update programmes as required for example induction programmes, workforce strategy, reflective practice forums.
- To demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity and to champion best practice.
- 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 reinforced.
- To contribute to the quality assurance activity of the Swindon Safeguarding Partnership, including completing reports.
- 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, ensuring all know what “good” and “outstanding” practice looks like
- To support the Quality Assurance Manager, the Safeguarding and Quality Assurance Service Manager, and Service Manager Practice and Development, in relation to service evaluation activity, including inspection, external service review, and Practice Week.

Supplementary Accountabilities

- To support the effective functioning of performance clinics when required.
- To review complex cases
- To support the co-ordination and integration of team learning activities.
- To be able to challenge poor practice effectively

Knowledge & Experience

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

- Extensive post qualification experience as a Social Worker providing services for children and families, across a range of service settings for example Child Protection, Court Work, Looked After Children .
- 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.
- 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, 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
- To use electronic communications systems effectively including, database, spreadsheets, word processing packages and templates competently and promote the use of IT within the Team. To ensure a high standard of electronic social care recording for all children. To be responsible for accurately loading and updating the Service's database with children and families details/status

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 and share this with relevant others
- To manage and prioritise workload to meet operational targets and deadlines

Creativity and Innovation

- To be able to resolve complex problems and areas of dispute sensitively and with empathy.
- To support the use of the findings from quality assurance activity and use these to construct the most efficient way to improve practice working with colleagues.
- To keep up to date on best practice in quality assurance work and survey the national best practice landscape and be able to identify what will work well to meet the best interests of children and families 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 Team Managers and support their personal and team development in relation to best practice and learning from audit.

- To support the Safeguarding Partnership and undertake tasks the Safeguarding & Quality Assurance & Review Service Manager identifies.
- To liaise with the Participation Team and facilitate partnerships with children and their families that use our services so that they can influence service improvement

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:	