



## Role Profile

<b>Job Title:</b> Quality Assurance Assistant Manager	<b>Role Profile Number:</b> PCDH139
<b>Grade:</b> R Grade	<b>Date Prepared:</b> 02/08/2022
<b>Directorate/Group:</b> Safety and Assurance, Adults	<b>Reporting to:</b> Quality Assurance Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

The Quality Assurance Assistant Manager will support implementing the Quality Assurance Framework, (and the processes associated with it), that relate to services for adults in Swindon Borough Council (SBC).

The Quality Assurance Assistant Manager 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 Assistant Manager will help contribute towards high-quality reports to managers, leaders, and strategic and performance boards; to share knowledge and expertise about the good practice in our services.

The Quality Assurance Assistant Manager 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 Assistant Manager will contribute to work with data and systems teams to collect, review and report on systems and processes that support quality assurance work.

### Key Accountabilities

- To demonstrate consistently high standards of practice that put the needs of adults at the forefront of all activity and to champion best practice.
- To develop effective working relationships with colleagues and managers within SBC, whereby an environment of high support and high challenge is reinforced.
- To be responsive to changing service needs and able to adapt quality assurance activity accordingly.

- To support the Quality Assurance Manager and Quality Assurance Service Manager, in relation to Quality Assurance Panels, Performance Clinics and supporting the overall governance and vision of the Quality Assurance Framework.

### **Supplementary Accountabilities**

- To support the effective functioning of performance clinics when required.
- To support the effective functioning and chair Quality Assurance Panels.
- To be able to challenge poor practice effectively and uphold and celebrate good practice.

### **Knowledge & Experience**

- Extensive post qualification experience as a Social Worker providing services for adults and carers/families, ideally in a range of settings.
- Knowledge and understanding of national and local performance indicators and targets, and experience of managing performance, quality, and business change within service delivery.
- Knowledge of the legislation, statutory guidance, policy, procedures, practice frameworks, and best practice relevant to the work of Adult social care 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 adults and carers/families, and the workforce, and evidence of commitment to meet diverse needs.
- 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. To ensure a high standard of electronic social care recording for all adults.

### **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 keep up to date on best practice in regards to quality assurance and social work practice.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• To support the Quality Assurance Manager in relation to managing Quality Assurance Panels.</li> <li>• To support the Quality Assurance Manager in relation to managing Quality Assurance Performance Clinics.</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Charing Quality Assurance Panels.</li> <li>• To support the Quality Assurance Manager in gathering audit templates and supporting evidence in order to archive.</li> </ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>No</p>
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**Contacts and Relationships**

- To work as part of the Adult Quality Assurance Team and share responsibility for providing service assurance.
- To work alongside Team Managers and Assistant Team Managers across adult social work teams, to uphold best practice and learning from audit.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	