

<b>Title:</b>	Quality Assurance Manager		
<b>Career Family:</b>	Operations and Infrastructure	<b>Date:</b>	30/11/2023
<b>Career Family Level:</b>	11	<b>Reference:</b>	SBC_12212
<b>Reports to (Job Title):</b>	Quality Assurance and Safeguarding Service Manager		

<b>Purpose:</b>
<ul style="list-style-type: none"> <li>• Working alongside the programme lead, to ensure the service continues to meet the demands and legal compliance and good practice of the role of Corporate Deputy and requirements of the Office of the Public Guardian (OPG).</li> <li>• Provide support, training and oversight of Social Work compliance and legal literacy of the requirements of decision making, Best Interest Decisions and supporting a team of Social Workers and health professionals in the completion of appropriate statutory documentation and requirements. Ensure that referrals are appropriate to the service provided and that onward referrals to other agencies are undertaken as appropriate.</li> <li>• Support decision making responsibility as Corporate Deputy/Appointee.</li> <li>• To support on implementing the quality assurance framework, (and the processes associated with it), that relates to services for adults in Swindon Borough Council (SBC).</li> <li>• 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.</li> <li>• To ensure monthly performance clinics are held with all operational adult teams with team managers, focusing on capacity, performance and quality.</li> <li>• 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.</li> <li>• To be responsive to concerns about the quality of practice; holding colleagues to account where services need to improve; Adult Team Managers in providing effective scrutiny and challenge.</li> <li>• 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.</li> <li>• To identify the learning, development, and improvement needs of adult workforce and to work closely with the Principal Social Worker Adults, to ensure that these needs are met.</li> <li>• To ensure that quality assurance arrangements meet the requirements of regulation and inspection.</li> </ul>

- To support and participate in the development and implementation of single agency and themed audits and support other managers when planning and delivering audit activity.
- To ensure that adults are supported, to share their experience of services; that their views are highly valued; and that any learning from this leads to service improvement.

#### **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 Safeguarding and Quality Assurance Service Manager Practice in relation to service evaluation activity, including inspection.
- To manage relevant staff when required.
- To chair and facilitate the effective functioning of Performance Clinics and Quality Assurance Panels on a monthly basis in all teams, in accordance with Quality Assurance Framework.
- Support the role of Deputy for the council; drafting the annual OPG reports, decision making within the role and scope of the Deputy/Appointee function, provide written court statements as required, commission independent legal and financial advice for customers as required.
- Work closely with the Money Management Team, oversight and decision making in activities related to property and finance of individuals.
- To model good management by taking professional responsibility for the provision of a high quality and responsive service.
- Promote and develop good working relationships in accordance with employee relations policy and codes of practice agreed by the Council, and follow agreed procedures for the speedy resolution of grievances, capability, the maintenance of discipline and absence control.
- To support compliance with Court Orders and requirements of the OPG.
- To write reports and Court statements as required ensuring timeframes and requirements are fully met.
- To support that any decision making is in line with the Court Order and that any relinquishment/account closures are dealt with in a timely way.
- To provide access and support to the OPG in the Annual Assurance Visit and comply with recommendations made within agreed timescales.
- To determine priorities, assess need, plan and review needs of the service to promote positive outcomes based on choice, personalisation and control in line with national standards, working closely and collaboratively with other areas of adult services; partner and other external agencies.

**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 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 Adult Services.
- Knowledge and experience of using research and best practice guidance, and in disseminating it

**Significant experience of managing a team:**

- Significant experience and knowledge of the Adult Social Care Statutory Framework
- Significant experience of developing synergies and partnerships within the organisation and with external partners
- Significant experience of dealing with Court Orders and the OPG
- Innovative and able to recognise and develop potential for doing things differently
- Strong verbal and written communication skills.
- A strong focus on individual outcome based support plans linked to financial plans

**Qualifications:**

- Degree level 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)
- Demonstrable evidence of successful problem solving and effective decision-making.

**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:**

- 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.