

Quality Assurance Officer

Grade 11

About the Service

The Principal Social Worker Team is a multi-disciplinary team within the Children and Families Directorate whose purpose is to achieve Practice Excellence and ensure the highest standard of practice to improve outcomes for Children and families.

About the Role

The Quality Assurance Officer will work with the Service Manager for quality assurance & Principal Social Worker (PSW) providing expert analytical reports, guidance, support, and implementation of continuous improvement activity across Children's Social Care relating to Social Work Practice. This will include:

- Quality assurance activity, quality assurance analysis, development and implementation of improvement plans following analysis.*
- Improvement (process & change management within social work practice)*
- Practice improvement across all levels of social work practice*
- Co-production, staff engagement and training, to improve practice and develop professional social work skills.*
- To critically challenge social work practice and work with colleagues to effect change, improving standards of practice for children and families.*

The postholder will work closely with colleagues across Children's Social Care, and with the Performance, Information & Systems Team as well as the Policy & Improvement Team. They will support and actively seek opportunities for continuous improvement and continuous learning within Children's Social Care. With a focus on learning, development, improving processes and closing the auditing loop, the postholder will support

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the delivery of high-quality services to achieve our one-system vision.

Reporting Relationships

Responsible to: Service manager for Quality Assurance

Responsible for: N/A

Key Accountabilities:

- 1.** To utilise a breadth of knowledge and experience from working as a qualified social work practitioner across Children's Social Care, to influence change in social work/ social care practice, to improve services to children and families.
- 2.** To triangulate, collate and analyse: information from multiple sources across the Local Authority and Partner agencies, including high-level quantitative and qualitative data analysis to identify trends and areas for improvement. Ensure that business cases are evidence-based and produce clear and concise reports and SMART action plans to improve services provided to children and families.
- 3.** To gain an understanding of resource implications which are impacting upon the delivery of services to children and families and consider resources which are available to improve practice.
- 4.** Utilise findings to investigate key issues impacting Children's Social Care; researching and designing innovative solutions with colleagues to improve practice.
- 5.** To promote co-production and equity in all aspects of work to ensure that the voice of the child, their family, our workforce, and partners is recognised in auditing and the design of improvements.
- 6.** To support colleagues across Children and Families to link issues, data, and improvement plans, and ensure assumptions are understood.
- 7.** To work closely with colleagues from policy & Improvement ensuring the quota of Audits required by Children's Social Care and that the Audits are completed to a

consistently high standard, supporting auditors to improve the professional content of audits.

- 8.** Provide professional advice to support the production of performance reports and the self-evaluation process in conjunction with policy & Improvement colleagues, to ensure they 'provide an accurate reflection of service delivery. To professionally challenge and improve the culture surrounding quality and completion of auditing within Staffordshire.
- 9.** Influence and coach colleagues by building and maintaining effective relationships. Collaborate to ensure appreciation of robust auditing processes, foster a culture of high challenge and support, and embrace a values-led approach to continuous improvement.
- 10.** To mentor and develop staff working in all levels of Children's Social Care in effective auditing, ensuring a culture of continuous improvement.
- 11.** To coach managers, social workers and colleagues working within Children's Social Care to understand what excellent social work practice should look like, influencing practice and helping them to build on existing strengths and eliminate weaknesses.
- 12.** To present audit findings and professional lessons from audit to groups of practitioners, managers, and senior leaders. Share the outcome of audit reports and plans to learn from audit activity, working closely with colleagues within Practice Excellence and across Children's Social Care to influence learning, develop strategies to improve practice and implement plans for practice improvement.
- 13.** To utilise significant expertise across Children's Social Care to influence policy and procedural changes, including the writing and development of policy and procedure, to develop outstanding social work practice.

Person Specification

Qualifications/Professional membership

- Professional Qualification in social work (Degree, DipSW or accredited equivalent)
- Social Work England Registration

Knowledge and Experience

- In-depth knowledge of social work and social care practice and the legal and policy frameworks governing it.
- Significant experience of social work practice involving child safeguarding and looked after children.
- Experience of overseeing, directing and evaluating social work practice, with an awareness of what excellent social work practice looks like.
- Proven experience in translating and interpreting complex information and legislative documents into policy and practice.
- Understanding of auditing methodology including how to capture and report on learning, understanding operational and strategic requirements.
- Experience of influencing, motivating staff and colleagues to achieve their maximum potential.
- Demonstrable experience in delivering training sessions, presentations, and facilitating workshops to co-design solutions ensuring that learning content is accessible and engaging

Skills

- Effective analytical abilities, enabling the interpretation of complex data and production of key insights to drive meaningful change.
- Effective interpersonal skills including the ability to form effective working relationships with colleagues and partners and be able to work as part of a team.
- Ability to advise appropriately in accordance with policies and legislation.
- Effective written and oral communication skills including the ability to prepare and present complex reports and to communicate with staff/service users at all levels.
- Time management skills with the flexibility to adapt to changing workload demands.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

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