

ROLE PROFILE

Job Title	Quality Assurance Manager
Barnet Band & scale range	L
Reports to	Practice Development, Innovation & Programmes Manager
Service area	Family Services
No. of staff responsible for	4
Budget responsibility (£)	TBC

Purpose of Job

- To be responsible for the development and implementation of quality assurance and consultation systems, focusing in particular on Family Services key priorities and to drive action to improve services
- To lead the Family Service audit programme for Barnet Family Services through effective and evaluative scrutiny of practice.
- Under the leadership of the Practice Development, Innovation & Programmes Manager and in collaboration with Heads of Service, managers and key stakeholders, the post holder will lead and co-ordinate audit activities to drive practice improvements in line with organisational and national standards.
- The post holder will have a strong background in social care practice and management and will demonstrate a creative and flexible approach to evaluating, monitoring and improving practice

Responsibilities and Duties

- To be accountable for delivering, monitoring and tracking Barnet Family Services Quality Assurance activities and Practice Improvements through effective leadership and management
- To provide regular and effective supervision to staff in the Quality Assurance team ensuring appraisals and professional development activities are completed in line with policies and procedures
- To take lead responsibility for the collection, analysis and interpretation of all audit and quality assurance management information and its publication/dissemination to relevant audiences

- To lead on co-ordination of audit activity for external inspections and implementing, tracking and monitoring practice improvements as set out in post- inspection action plans.
- To take the lead responsibility for ensuring that the monthly Case Audit by Managers is carried out and that the information gathered is analysed, collated and published as appropriate
- To support the Practice Development, Innovations and Programmes Manager to scrutinise management information and identify areas of practice shortfall and excellence in service delivery and professional practice, and to take the lead in disseminating key findings from audit and identifying any necessary changes in policy and practice
- To produce regular and high quality, analytical and concise written and verbal reports and briefings to the senior leadership team and staff on practice quality with clear and recommendations, actions and reviews to monitor progress
- To support the organisation to identify and operate ongoing methods for the involvement of service users, including carers and minority ethnic groups, in feedback and audit processes, ensuring that families are able to participate in the development and review of practice and quality assurance.
- To support managers to fully disseminated audit findings within Family Services through presentations and undertaking direct/feedback training.
- To design and undertake thematic audits as required
- To raise standards and improve practice and services delivered to children, young people and their families through a robust, regular and purposeful scrutiny of practice
- Contribute to the development of a culture of organisational learning through dissemination of learning through appreciative enquiry, audit, learning from serious case reviews and practice reflection activities
- Contribute to the creation and lead on delivery of an effective audit programme to identify areas for learning and practice improvement or development and continually monitor the effectiveness and impact of training and learning activities on practice quality
- Be an effective representative of Barnet Family Services, acting at all times in a professional manner by attending meetings and forums in accordance with the scope of the role and actively contributing towards local and national service developments and initiatives in the sector
- Contribute to personal supervision and your own continuous professional development
- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager

- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

Health and Safety

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

The Council's Commitment to Equality

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

	Level required
Professional qualifications / memberships	Must hold registration with Health and Care Professional Council (HCPC)
Education	Evidence of a UK recognised Social Work qualification and post-qualifying experience in a children's statutory setting
Other	Must have a satisfactory enhanced DBS outcome

Knowledge, training and experience

- Excellent knowledge of relevant legislative frameworks, government guidance, policies and procedures relating to Children and Families
- Demonstrable experience of practice leadership at a management level
- Demonstrable experience of evaluating practice quality leading to timely, sustainable and measurable improvements
- Evidence of continuous professional development

Skills

- Detailed knowledge of government guidelines and standards that support the delivery of safe, high quality service
- Knowledge of professional codes of practice that underpin the Children's Workforce in statutory and early help settings
- Proven track record of working collaboratively with managers in children's services and in partnership with other agencies
- A well-developed knowledge base about the components of, and evidence for excellent social work practice.

- Ability to prioritize, monitor and be accountable for delivery of purposeful and high quality assurance activities
- A high level of consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner.
- A good understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.
- A good capacity to deliver high quality work to deadlines in a high demand environment.
- Ability to summarise, analyse and evaluate complex information including data, spreadsheets and trends analysis
- Ability to work as part of a team and contribute to service developments.
- Ability to work across professional boundaries demonstrating a clear understanding of the roles and responsibilities of other agencies to promote an integrated approach and multi-disciplinary working to achieve results
- A strong professional interest in research findings and their contribution to the development of best practice.
- A good working knowledge and understanding of child protection and children in care policy and processes
- A strong capacity to share information verbally and by writing concise reports about children in order to safeguard them and promote their welfare
- To be able to thrive in a complex environment and demonstrate resilience

Technical / Knowledge Requirements

- must be IT competent, including Microsoft Office Word and Excel, information management and recording systems