

ROLE PROFILE	
Role Title	Quality Assurance Improvement Lead
Job Family	Children's
Competency Level	PO5
<b>Purpose</b>	
<p>The Quality Assurance Improvement Lead will plan, develop and implement quality assurance strategies that support the development of childrens social care practice in both service-user facing settings and offer overarching scrutiny of our statutory frameworks e.g. Public Law Outline.</p> <p>An important aspect of this role will be acting as lead for high quality court processes, ensuring alignment with the Public Law Outline, guiding colleagues and overseeing the continuous improvement of court cases, ensuring compliance with procedures. The postholder will work with front line managers, Social Workers, the local authority legal department and with agencies across the Family Justice System to drive improvement through quality assuring, monitoring, measuring, and tracking progression of court related cases and costs incurred by all agencies to gain a view of whole system effectiveness.</p> <p>This role will undertake and design audits in line with the Quality Assurance Framework, ensuring the delivery of high-quality services to children and young people with care needs. They will promote robust and effective quality assurance processes that improve practice and will lead to the development of initiatives that support continuous improvement. The postholder will work closely with senior leaders across Childrens Social Care to ensure continued adherence to robust frameworks and mechanisms are in place and will work to assess the quality of services and guide service improvement plans.</p> <p>Working within the newly structured childrens quality assurance, safeguarding and practice improvement service, this role will play a key part in embedding learning from quality assurance activity effectively to achieve practice improvement that delivers outstanding outcomes for children, supporting the overall quality assurance and practice improvement agenda for Childrens Social Care.</p> <p>Overall, this role will be responsible for driving good practice and quality assurance across all teams within children services.</p>	
<b>Generic Accountabilities</b>	
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p>

	<p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>

Contribute to identifying and delivering information / activities to support service delivery / promote the service area / . .	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate..	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p>

externally. Model, demonstrate and promote good practice relevant to the role..	Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered.  Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities.  Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<i>Job Specific Accountabilities End Results/Outcomes</i>	
Conduct service reviews, inspections, and case reviews within Children's Services, ensuring statutory requirements are met and recommendations are made to address underperformance.	Ensure statutory requirements are met/exceeded  Highlight areas for targeted improvements.  Improved quality of care and better support for young people.  Action plans have clearly defined outcomes.  Front line teams are informed about themes arising from review activity and supported to address these
Use a range of methods and techniques to support staff and managers in improving practice continuous learning, creatively interpreting and applying	Social workers are supported through coaching, mentoring and formal training opportunities to continuously develop their practice.

legislation and developing supporting policy and practice guidance.	New ways of working and technology are fully exploited as a practice development tool.
Work with Care & Support teams to devise and implement new ways of working and set clear standards in respect of court work whilst supporting operational changes where necessary to improve standards.	<p>Court work and care planning is effective and promotes the welfare of children, young people and adults with care needs.</p> <p>Court work progression is in line with Court timescales.</p> <p>Social workers are supported through coaching and mentoring to continuously develop their court work skills.</p> <p>Managers are supported to ensure the quality of all work presented to court.</p>
Design and implement audit tools, ensuring compliance and promoting practice quality standards.	<p>Tools are developed to support the implementation of the division QA framework</p> <p>Ensure correct and timely implementation and compliance of staff in use of tools and systems.</p> <p>Promote and ensure practice quality standards.</p>
Raise Practice Standards and design/ deliver improvement programmes for identified areas.	<p>Staff are supported to develop their skills and capabilities.</p> <p>Practice performance improves.</p>
Work with the courts and a range of stakeholders in the Court or Protection & Family Justice System to ensure the progression of cases that fall within London Borough of Waltham Forest.	<p>Positive working relationships with the courts are developed and maintained.</p> <p>System and officer issues that lead to delays in proceedings are identified and resolved or mitigated for.</p> <p>Managers and teams are kept abreast of any changes in requirements from courts.</p> <p>Information from the judiciary is analysed and shared across the directorate.</p>
Ensure the delivery of safeguarding services, compliant with relevant legislation, codes, regulations, guidelines, standards, and best practice.	<p>Statutory requirements are met and exceed.</p> <p>Children and young people are kept safe.</p>

Develop effective and representative forums for social workers and other social care practitioners provide feedback on services.	Senior managers are informed of feedback gained through auditing and review.
Maintain current awareness of research and developments in social care.	<p>Undertake scoping of new developments and service requirements due to changes in legislation, research and or good practice.</p> <p>New protocols &amp; policies are drafted as appropriate.</p> <p>Remain up-to-date with social work practice including additional requirements from mental health.</p> <p>Advise the Divisional Director and Heads of Service on changes required to meet new requirements.</p> <p>Disseminate information and research to social workers, practitioners and managers to inform their practice.</p>
Ensure the delivery of a National Minimum Standards compliant service	The service is delivered to meet regulatory standards and improve outcomes for children, young people and adults with care needs.

<b>Nature of Contacts</b>
<p>Consult with senior stakeholders to identify requirements and communicate changes in policy and practice.</p> <p>Liaise with external partners and internal colleagues. Respond to escalated and complex enquiries.</p> <p>Represent the service at multi-agency meetings.</p> <p>Work directly with children with care needs</p> <p>Build and maintain effective working relationships with diverse audiences.</p>
Deal with people at all levels confidently, sensitively and diplomatically.
<b>Procedural Context</b>
Work independently to coordinate resources and deliver work programs.

Use initiative to design and develop solutions within policy frameworks.

Provide support through knowledge of systems, procedures, and best practices.

Provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions. Make decisions on how regulations should be applied.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.

Produce high quality written reports.

### **Key Facts and Figures**

Enhanced DBS Clearance.

### **Resourcing**

Budget responsibilities: **no**

Supervisory Responsibilities: **no**

**Reports to:** The Principal Social Worker

### **Knowledge, Skills and Experience**

- Significant post qualifying experience of working in a statutory social care setting.
- Experience of undertaking highly complex casework within a statutory social work setting including court work.
- Thorough knowledge of legislation, statutory regulations and Government guidance and standards relevant to vulnerable children, child protection and children looked after.
- Knowledge of statutory duties including child protection, legal processes, including Public Law Outline and court proceedings
- Knowledge of current research and findings in respect of vulnerable children safeguarding and children in care.
- Experience of having to interpret, understand and make judgements on the complex interactions between the risk and protective factors in any given situation when arriving at a decision about whether the child or young person is suffering or is likely to suffer significant harm.
- Up to date professional and technical expertise and knowledge of mechanisms to manage standards within a social care system.
- Strong risk assessment, decision-making, and problem-solving skills.
- Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community
- Excellent written and verbal communication and ICT skills.

### **Indicative Qualifications**

Educated to degree standard or equivalent

Relevant professional qualification (BA Social Work or Equivalent)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.