

Role Title	Advanced Practitioner – Practice Improvement Lead Adult Social Care
Job Family	Adults
Competency Level	Principal Officer
Pay Range / Scale	PO5
Purpose To undertake and support learning and development events in line with the Quality Assurance Framework.	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according to relevant guidelines / regulations / procedures. Resident/ stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.

Provide authoritative advice, guidance and support to colleagues and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate. Risk to the Council / residents is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
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.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects	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. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).

Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Feedback is received from stakeholders. 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.
Job Specific Accountabilities:	
Undertake Service Reviews from QA activity Be involved in QA requirements of the CQC assurance framework	Ensure statutory requirements are met/exceeded and measured against expected outcomes. Make recommendations to address underperformance/ and or systemic issues that affect service delivery. Action plans have clearly defined outcomes. Teams and managers are informed about themes arising from review activity and supported to address these
Raise Practice Standards / Design deliver improvement programmes for identified areas.	Staff and managers are supported to develop their skills and capabilities.

	Practice improves and evidenced in feedback given. Senior managers are informed of feedback gained through auditing and review.
Maintain current awareness of research and developments in social care.	Undertake scoping of new developments and service requirements due to changes in legislation, research, and or good practice. New protocols and policies are drafted as appropriate. Remain up to date with social work practice including additional requirements from mental health. Advise the Corporate Director, Assistant Directors and Heads of Service on changes required to meet new requirements. Disseminate information and research to social workers, practitioners and managers to inform their practice. Produce quarterly and annual reports on work streams Respond to Safeguarding Adults Reviews and Ombudsman recommendations
Design qualitative and practice tools. [OBJ]	Tools are developed to support the implementation of the QA framework Ensure correct and timely implementation and compliance of staff in use of tools and systems. Promote and ensure practice quality standards.
Develop effective and representative forums for social workers and other social care practitioners to develop knowledge and learning.	To focus on areas of practice, e.g. DoL, CHC, strengths-based practice, cultural competence Be part of the NELTP Keep the Social Care Academy SharePoint and other information sites updated Convene and facilitate learning forums and events

Nature of Contacts

Consult with stakeholders to identify requirements. Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.

Wide range of external contacts, including other local services and external partners. Liaise with external contractors / suppliers. Colleagues, senior managers, residents and / or members of the public: to represent the service, give specialist advice and provide support. Respond to escalated and complex enquiries.

Build and maintain effective working relationships at all levels. Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Work independently to co-ordinate resources to deliver work programmes within agreed timescales. Specialist knowledge and experience is required to resolve complex issues and proactively anticipate problems. Use initiative to design and develop solutions through reference to precedent and original thinking, within policy. Recommend new procedures / improvements within work area.

Provide support to residents 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.

Key Facts and Figures

Appropriate DBS Clearance.

Resourcing

Budget Responsibilities: No

Supervisory Responsibilities: No

Knowledge, Skills and Experience

- At least 4 years post qualifying experience of working with older adults in receipt of social care, adults with physical disabilities and vulnerable adults.
- Experience of supervising and managing staff.
- Thorough knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to the role.
- Current research and findings in respect of adults, DoLs, LPS, Best Interest and Mental Capacity.

- Experience of working collaboratively with other services and adults to improve service delivery.
- Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community
- 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 adult is suffering or is likely to suffer significant harm.
- Know about the different methods of intervention and based on a critical review of the research evidence, understand their effectiveness.
- Excellent interpersonal and communication skills (verbal and written).
- ICT skills including use of Microsoft and other applications.

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