

# Job Description

## Quality Assurance Practitioner

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC10
Location:	Hereford
Responsible to:	Service Manager

### Main purpose of the role

The main purpose of the role is to contribute to a comprehensive Quality Assurance Framework across the service, by undertaking a range of auditing activity and analysing and distributing findings to develop a learning culture in Herefordshire Children's Social Care. The post holder will have a key role in assuring the quality of services delivered to safeguard, and improve outcomes for children and young people in Herefordshire. Alongside colleagues from the operational teams, they will ensure that all outcomes and action plans derived from Quality Assurance activities are monitored for completion and evaluated to evidence improved outcomes for service delivery and support to children and families. Working as part of a small team, the post holder will help to support a model of Restorative Practice, promoting a culture of learning and reflection, and ensure good practice is shared across teams. They will be committed to promoting the voice of children and their families throughout quality assurance activity.

### Main Duties & Responsibilities

- Work collaboratively with practitioners and team managers to build practice confidence via reflection, modelling, training and mentoring.
- To coordinate and deliver a variety of QA activities, including a collaborative audit and moderation programme, deep dive and thematic audits, practice week activities, and feedback from children, families, and multi-agency professionals.
- To engage in a range of projects, quality assurance, analysis of performance information and research activities to identify gaps and strengths in practice and make recommendations for improvement.
- Ensuring that findings from performance data and all quality assurance activity is distributed and used to improve practice, drive up standards and secure the best outcomes for children and young people in Hereford.
- To investigate and respond to statutory Stage 1 complaints in liaison with the Complaints Team.



- Support the QA manager in actively highlighting and identifying areas of good practice and positive outcomes for practitioners, managers, and senior leaders in children and families in order to promote good practice examples that can be shared and learned from across the workforce and with multi-agency partners
- Contribute to 'closing the loop' activities by reviewing audit actions, ensuring they are progressed, and evidencing how this has made an impact on service improvement and outcomes for children and families.
- To support the QA manager in producing regular monthly, quarterly, and annual reports to track trends, progress and key learning, and recommend actions to be taken in order to continually improve practice and support to children and families.
- Attend meetings as directed by the QA manager – e.g. team meetings, children's managers meetings, bi-monthly QA learning meetings and occasional Assistant Director/ Head of Service meetings - to provide updates on audit and quality assurance activities, share findings and recommend actions.
- Provide appropriate challenge to practitioners and managers within Children's Services to ensure that all services are delivered in accordance with appropriate standards, procedures, and statutory requirements for safeguarding children.
- Promote continuous professional development by creating and delivering individual and group training to social work professionals, providing mentoring and facilitating casework reflection sessions and to develop other creative ways to deliver learning.
- To work in a collaborative manner with our multi-agency partners and the Safeguarding Children's Partnership to support quality assurance activities that provide a broad insight into how well we work together in supporting and keeping children safe in Herefordshire.
- To provide expert professional advice and support in relation to casework ensuring that children's services are delivered in accordance with agreed standards and thresholds and are fully compliant with the law.
- To contribute to the development and maintenance of up to date policies, procedures and practice guidance promoting their application to practice to ensure that managers and social workers are clear about casework processes, their roles and responsibilities.





• To keep apprised of the changing contexts, research, practice theories and statutory procedures that govern child protection work at the local and national level and to implement these within the team and across the service.



- Through modelling and your personal example show a commitment and value towards the diversity of the children and families we work with so that our assessments of need and delivery of services are provided in a non-judgemental and bespoke manner.
- To support Ofsted inspection and monitoring visit activities by assisting with the coordination of audit and QA activities, providing reports and findings on all QA activities as required to complete Annex A requirements, and helping ensure that inspection recommendations and improvement plans are linked to future QA activity.
- Contributing to the induction of new starters within the Children's Social Care directorate.
- Prepare for and actively participate in supervision and annual appraisals, being open to critical reflection and self-learning, identify areas of learning and development, and highlight areas of good practice.
- To use only council approved programmes and systems in delivering the service and recording information in a manner that is clearly written, is accurate, relevant, contemporaneous, and on secure systems provided. Information is to only be shared where consent is obtained from relevant parties or where required by law. Any breaches of data protection must be reported to the QA manager and council information officer as soon as the breach has been identified.
- Other duties as required necessary to carry out the smooth functioning of the service and to meet our responsibilities towards good professional learning, practice, and development of the workforce.



## Person Specification

Requirements	Identified by
	<b>A</b> - <b>Application</b> <b>n</b> I      - <b>Interview</b>
<ul style="list-style-type: none"> <li>Three years post qualifying social work experience in statutory children's services</li> </ul>	A
<ul style="list-style-type: none"> <li>Current registration with Social Work England</li> </ul>	A
<ul style="list-style-type: none"> <li>Evidence of commitment to continuing professional learning and development</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Experience of undertaking quality assurance activities, including auditing and performance data analysis</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Working knowledge and demonstrated ability to keep apprised of relevant research, theories, good practice, legislation, and statutory guidance as it applies to children's safeguarding</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Experience of preparing and delivering presentations</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Competent use of computers, IT systems, Microsoft Office, and children's recording systems</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Commitment to meaningful collaborative work with children and their families</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Ability to present confidently to and respectfully challenge professionals, managers and senior leaders</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Ability to organise and manage a complex workload and prioritise to complete work in a timely manner and to a high standard</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Ability to analyse a range of complex information effectively and convert data into information which can inform improvements in service delivery</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Ability to write and present high quality reports in clearly understood language</li> </ul>	A, I

Requirements	Identified by
<ul style="list-style-type: none"> <li>Ability to gather and use feedback from children, families, professional partners, and the workforce to help inform service improvement</li> </ul>	<b>A - Application I - Interview</b> A, I
<ul style="list-style-type: none"> <li>Proven ability to operate within the policies, procedures, laws and statutory guidance that govern statutory child protection practice</li> </ul>	A, I
<ul style="list-style-type: none"> <li>Ability to support the performance and professional development of workers</li> </ul>	A, I



## Our Values and Behaviors

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They **help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here"**. **We expect all colleagues to act as a role model by living our values and setting an example for others.** Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

