

<b>Job Family:</b>	<b>Policy &amp; Advisory</b>	<b>Grade: 8</b>
<b>Job Title:</b>	<b>Quality Assurance &amp; Performance Officer</b>	<b>Directorate: People</b>
<b>Date:</b>	<b>14 Nov 2022</b>	<b>Version: 2:1</b>
<b>Brief Description of job role and department</b>		
<p><b>This is a permanent full-time post.</b></p> <p>The Quality Assurance and Performance Officers are a core function of the People Directorate's Quality Assurance, Practice &amp; Performance service. This role supports the delivery of the Quality Assurance Framework across People Directorate with a focus on Children's Social Care and SEND.</p> <p>Reporting to the Quality Assurance Manager, the post holder supports practice learning and improvement and develops processes and reporting systems that bring together operational and strategic level information. The post holder will play a central role in promoting good practice and outcomes, effective coordination of a range of audit outcomes and performance intelligence and deliver high level reporting to inform decision making. The post holder will need to work collaboratively with services across the council and with partners locally. The post holder will need to be an effective communicator, highly motivated and well organised to support the delivery of the Quality Assurance Framework across the People directorate.</p> <p>Social Worker qualifications are desirable. Experiences of Ofsted or HMIP inspections are desirable but not essential. Understanding of legislations and regulations that underpin practice is also desirable.</p>		
<b>Representative accountabilities</b>		

- Apply experience of direct work with service users or quality assurance experience to help create audit tools creating audit tools
- Produce high quality audit analysis and other related reports for wide circulation
- Effectively coordinate Practice Learning Conversations and Practice Learning Week across the People Directorate
- Effectively coordinate case reflection and moderation meetings
- Lead on projects and deliver presentations at management meetings
- Deliver advice and guidance in an area expertise to ensure customer needs are met
- Support inspection readiness
- Regularly communicate with internal customers to share information and build working relationships to support collaborative working
- Manage individual projects or systems to ensure work objectives are delivered in line with agreed standards and/or statutory requirements.

- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

**Budgetary accountabilities**

- None

**Specific accountabilities**

- Work with stakeholders across the organisation to understand critical business issues, problems and questions and identify or develop the datasets and produce the insight needed to resolve them.
- To take responsibility for leading and coordinate the implementation of the Quality Assurance Framework that integrates the core functions of commissioning, quality assurance, best practice and performance to inform future business planning of the directorate.
- Provide expertise in the development and implementation of the Quality Assurance Framework, including developing systems for service user engagement, feedback, and effective stakeholder participation and involvement.
- To support the Quality Assurance Manager in the development of key strategic links with relevant partners by leading on high level operational tasks.
  - Responsible for updating knowledge on internal and external policy developments and the legal framework required to deliver quality services, including Ofsted and CQC (Care Quality Commission) requirements where appropriate.
  - To undertake and lead on designated project work as directed.
  - Output the results of analysis in user-friendly dashboards that can be understood by business users using leading data analytics and visualisation Tools.
    - To identify where agreed quality processes are breaking down and following analysis, suggest recommendations for remedial actions if necessary.
    - Maintain and implement information handling procedures and protection measures, enabling the availability, integrity and searchability of information.
  - Ensure that appropriate safeguards are applied to handling the data and any analysis results.
  - To establish effective work relationships with services, partners and members to embed a culture of sharing data and using evidence to inform performance management, decision making, development of strategic objectives and policy Making.
    - Any other relevant tasks as assigned.

### **Role Profile - Details Specific to Job Family**

These roles provide a broad service that set policy and provides advice to support and

assure all of the council's day to day activities. They gather information required by other groups to make strategic decisions and translate this into corporate policy and strategic advice. They have little or no direct accountability for outcomes; however, what they are accountable for the quality of advice they provide to business leaders. At the lower levels, these roles tend to focus on research and analysis and the interpretation and implementation of policies. At the higher level, role holders set strategy, develop policy and provide assurance across the Council more broadly.

**Role Profile - Details Specific to Grade**

Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

**Person specification (knowledge, skills, experience and behaviours required in the role)**

This role supports the delivery of the Quality Assurance Framework across Adult Social Care. The post holder supports practice learning and improvement, and develops processes and reporting systems that bring together operational and strategic level information. The post holder will play a central role in the effective coordination of a range of data, audit outcomes and performance intelligence and deliver high level reporting to inform decision making. The post holder will need to work collaboratively with services across the council and with partners locally.

Social Worker qualifications are desirable. Experiences of CQC or Ofsted inspections are desirable but required. Understanding of legislations and regulations that underpin practice is also desirable.

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- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.
- Support the development and maintenance of our repository for Policy, procedures and legislative guidance (TriX) across People's Directorate.
- Ensure competency in the use of Google office systems and other tools in the analysis and presentation of data and information to a high standard.
- Any other relevant tasks as assigned.

- Ensure all health and Safety standards are adhered to relevant to the area of work.
- Apply diversity and equal opportunities policies in the workplace.