



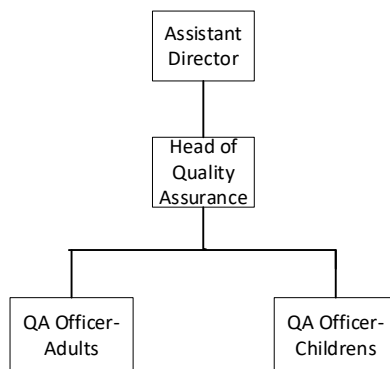
Job description

Job Title:	Quality Assurance Officer – Adult Social Care		
Directorate:	People	Salary:	£48,226 - £53,460 per year plus £729 London Weighting
Section:	Commissioning – Quality Assurance	Grade:	BG-E, SCP37 - 42
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

- To implement and drive quality assurance processes in line with the council’s quality assurance strategy and adult social care quality assurance framework.
- To ensure the council is working to required standards and always aspiring to deliver a high-quality service to vulnerable adults.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. Lead on the annual auditing programme for Adult Social Care and the People Directorate, co-ordinating a monthly programme of audits.
2. Liaise with the Performance team to ensure performance information informs the collation and analysis of audit data for service improvement.
3. Co-ordinate the range of functions contributing to quality assurance through regular forums. Offer advice, support and challenge in areas of improvement and development.
4. Ensure our understanding of how we are performing is informed by feedback from our service users.
5. Provide regular reports on quality assurance activity to the relevant management teams.
6. Provide an annual report on audit activity, findings, learnings and actions to address them.
7. Support inspection and planning activity and contribute to delivery of identified action plans arising from audits and inspection.
8. Contribute to overall performance improvement in adult social care.

Such other duties as may be necessary from time to time, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

- The Quality Assurance Officer duties will involve the collection and analysis of information, including responses to issues of diversity and inclusion, which will be used to inform and improve practice development.
- The learning from audit activity informs practice improvement needs and must be approached in such a way as to provide a holistic picture of the service's development areas which require addressing. Alongside this there should be recognition of what is working well and therefore we could do more of.
- A key component of quality assuring our work is obtaining feedback from our service users. The Quality Assurance Officer will ensure that feedback is routinely obtained in the quality assurance activity.
- They will need to confidently identify and constructively challenge poor practice. They will contribute through the auditing activity to ensuring that practitioners work to the standards set, including the council's values and behaviours framework.
- They will work closely with the Principal Social Worker towards the common goal of ensuring the workforce have a clear understanding of the performance standards and have systems and supports in place to carry out their work to a high standard.

- They will arrange and drive learning forums to support learning from audit and related activity.
- The presentation of regular reports will be aimed at senior managers and Council Members, the postholder will therefore need to be able to write reports and to present and discuss information confidently.
- The Quality Assurance Officer will be expected to build robust working relationships with senior managers in the People directorate and work with them towards practice development and improvement.
- All employees providing services to vulnerable adults have a responsibility for safeguarding and promoting their welfare.
- Commitment to the Council's Equal Opportunities policy at all times
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Person specification

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Registration with Social Work England	Trained in Motivational Interviewing Skills
	Social work qualification	
	Experience of working in Adults Social Care	Trained on Strengths Based work
	Some experience in quality assurance and audit work	Evidence of development of management skills
	Some experience in data analysis and reporting	
	Use of Microsoft Office Applications – Excel, Word, PowerPoint	Experience in children's social care
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding vulnerable adults and promoting their welfare.	
	Ability to understand and analyse quantitative and qualitative information and data.	
	Good understanding of national and local social work standards to drive the audit framework in adults social care	
	Ability to write clear and concise reports, draft responses for senior managers and to present information to a range of audiences.	
	Ability to challenge, negotiate and develop creative solutions to learning from auditing activity	
	Drive workforce improvement through learning from audit findings.	
	Ability to use IT systems.	
	Excellent verbal and written communication skills including report writing.	
	Ability to guide and train others to adhere to standards, procedures and best practices	
	Be accountable for advice given and for own work	

Work-related Personal Requirements	<p>Ability to be autonomous and work on own initiative, organise self and meet deadlines.</p> <p>Able to work in partnership with a wide range of people, including service users, managers and council members.</p> <p>Be empathic and supportive to vulnerable adults and their representatives and ensure their voice is heard.</p>
Other work requirements	<p>Be flexible</p> <p>Role model the Bracknell Forest values and behaviours holding self and other to account to do the same.</p> <p>Flexibility and adaptability responding to business needs, pressures and requirements.</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.

