

Job Description

Job Title	Assurance & Improvement Lead
Directorate	Adult Social Care & Health
Service Area	Governance, Improvement & Development
Grade	10
Competency Level	2
Salary	£56,673 - £62,580
Job Type	Hybrid
Location	Cunard
Disclosure and barring service (DBS)	n/a
Job Evaluation Ref No	A8859

Job Purpose

To lead on development for Quality Assurance across the department with specific responsibility for the ongoing management, and oversight of the Quality Assurance Framework and maintaining a position of departmental readiness for the inspection of Adult Social Care by the Care Quality Commission.

To support the development and implementation of service improvement, change and service plans to meet corporate and directorate objectives

Directly Responsible For:

Assurance & Improvement Officer

Directly Responsible To:

Head of Service – Governance, Improvement & Development

Main Areas of Responsibility:

- To support the Head of Service on the co-production, development, and management of the Quality Assurance Framework for the ASCH department
- To support the development and implementation of service improvement plans to meet objectives
- To coordinate savings proposals and plans to ensure the departmental position is understood
- To manage and monitor quality assurance and service improvement plans, and escalate progress within corporate reporting
- To manage CQC related improvement plans
- To lead on the coordination of CQC inspections
- Develop and maintain a governance structure for the Quality Assurance framework.
- To analyse, interpret and report on the impact of the Quality Assurance Framework on the expected outcomes for people and carers.
- To monitor and update the departmental Local Authority Self-Assessment and Information Return (LASAIR)
- To ensure a position of departmental inspection readiness for the inspection of Adult Social Care by the Care Quality Commission and proactively collaborate with North West ADASS colleagues and nationally to learn from other Local Authorities inspected

- Responsible for the continued management and governance of the Quality Assurance Framework within adult social care, ensuring lessons are learnt and embedded in practice and staff have the requisite skills to practice in a manner that is congruent with the Care Act (2014)
- Ensure that practice remains in line with relevant adult social care legislation including, but not limited to, the Mental Capacity Act, Care Act and Mental Health Act.
- Identifies and analyses risk in relation to service delivery, finances, safety and quality and report to colleagues accordingly.
- Contributes to the strategic direction of services through identification of needs, workforce profiling and demand forecasting
- Responsible for business planning within areas of service
- To liaise with colleagues in Health to support the development of a system-wide quality framework and to prepare for future joint inspections.
- To lead on research and understanding of best in class from across the country, to drive an external view of improvement using LG Inform data set
- To inform and drive the continuous improvement activity across the department through the identification, defining and prioritisation of improvement activity
- Working closely with colleagues to provide analysis to inform professional development, training and workforce development.
- To embed a coproduction approach to the development of quality assurance within the department and to liaise and coordinate with senior managers in other departments and external organisations to coordinate quality assurance activity
- To work with departmental, corporate colleagues and partners to drive the development and quality of systems and data to support effective quality assurance
- Ensure that appropriate recording systems are in place that provide clear audit trails about decision-making

- Work with relevant agencies to ensure consistent information and advice is given in relation to the sharing of sensitive information.
- Provide reports as required on progress to senior managers and regular updates to elected members
- Promote and advise on effective, evidence-based quality assurance, keeping up to date with research developments and ensuring staff and their managers can use research effectively.
- Maintain up to date knowledge on Adult Social Care legislative and policy changes and work with senior management and the workforce to ensure practice is adapted accordingly.
- Undertaking assurance seeking to ensure that practice remains in line with relevant adult social care legislation including, but not limited to, The Care Act 2014, The Mental Capacity Act 2005, and Mental Health Act 1983.
- Provide regular and professional leadership, advice and guidance to support, mentor and develop staff on Quality Assurance in line with approved professional standards
- Delivering quality assurance objectives agreed in the departmental plan within agreed resources, including targets for improving quality
- Providing recommendations to Performance Board through monthly reporting on Quality Assurance, which will inform improvement activity
- Reporting issues that impact on Quality Assurance across the department
- Providing data about people, carers and the operating environment to facilitate the assurance of quality
- Ensuring effective information pathways are developed and maintained across organisational boundaries

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- N/A

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree level or equivalent professional qualification and can demonstrate significant experience of working in a Quality assurance role that improved practice/service quality
- Management qualification or equivalent experience
- Evidence of continuous professional development
- Comprehensive Knowledge of the Care Act (2014), Data protection and social care law and policy
- Detailed knowledge of main issues and influences affecting the services allocated to this post.
- Comprehensive knowledge of the principles and practice of:
 - Strength-based practice
 - effective people management.
 - excellent customer service.
 - continual improvement using evidence – based approach.
 - appropriate risk management.
 - partnership working
 - change management

Desirable

- N/A

Experience

Essential

- Significant experience of service delivery, including resource planning, performance management and effective and efficient delivery, in a relevant service area.
- Significant experience of managing, analysing and triangulating large volumes of complex data
- Significant experience of leading changes with responsibility for direction of a service involving the co-ordination and integration of a number of sub functions
- Experience of audit methodologies, quality assurance processes and inspection frameworks
- Experience of using MS Office 360 Applications, including word, excel. MS Teams, PowerPoint, and Visio

Desirable

- N/A

Skills/Abilities

Essential

- A high level of personal drive and integrity and an understanding of how their personal leadership style impacts on service outcomes.
- Strong interpersonal skills enabling the post holder to provide purpose and direction to others in a changing environment to ensure effective engagement with customers, staff and other key stakeholders.



- Ability to make decisions and solve problems in a changing and complex service environment, involving planning solutions and prioritising personal and service resources
- Ability to meet agreed broad service objectives and delivery targets through the organisation of human, physical and financial resources
- Excellent written and verbal communication skills with the ability to tailor to a wider range of audiences including the public and Chief Executives.

Desirable

- N/A

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other