

## Job Description

<b>Job Title</b>	LSCP Quality Assurance Lead
<b>Directorate</b>	Children and Young People's Services
<b>Service Area</b>	Practice, Improvement and Development
<b>Grade</b>	10
<b>Competency Level</b>	3
<b>Salary</b>	£53,577 – £59,161
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A9252

## Job Purpose

To develop, implement and deliver single and multi-agency audit and quality assurance activity, closing the loop and ensuring learning for individuals and services to improve practice and outcomes for children, young people and their families.

## Directly Responsible For:

Not applicable

## Directly Responsible To:

Head of Service for Quality Assurance and Improvement

LSCP Business Manager

## Main Areas of Responsibility:

- Promote and develop improved understanding of audit and quality assurance to establish a culture of continuous improvement as part of a reflective approach to practice, raising practice standards and the quality of safeguarding to improve outcomes for children and young people
- Work with others to identify, plan and carry out audit and QA activity. Report the findings, recommendations and develop Action Plans which can achieve the required changes within appropriate timescales
- Lead on translating audit findings into learning and development programmes, working closely with colleagues to implement changes required to ensure improvements are measured and practice standards are raised
- Lead and support the implementation of audit coaching and mentoring, working colleagues at all levels to develop a shared understanding of what good looks like
- Work alongside colleagues from across the children's system all to support a culture and environment of learning together to lift and improve practice
- Providing open, transparent and objective dialogue across all levels of management surrounding practice and service delivery
- Provide high level reports on audit and QA activity, reviewing practice against performance information and practice standards to ensure there is sustained

practice improvement and positive outcomes are achieved for children and young people

- Aggregate and disseminate the findings of audits on a regular basis to maximise learning opportunities
- Ensure that the voice of children and young people is evident in practice across, drawing out themes, learning points and so contributing to practical strategies to ensure children and young people are heard
- Support the development of professional skills, knowledge, practice and performance across the children's system
- Support the development of reflective practice and critical challenge in a safe environment across the children's system
- Contribute to and / or lead interagency audits commissioned by LSCP including contributions to Local Child Safeguarding Practice Reviews and National Child Safeguarding Practice Reviews as appropriate

## **Key responsibilities**

### **People**

- Directly conduct audits and thematic audits; contribute to and support others in the development of their audit skills and completion of their audit programmes
- Improve outcomes for children and young people by identifying poor practice, informing improvement plans, and offering support via group reflective sessions or learning circles

### **Financial**

- Ensure that the Council corporate requirements are consistently met, including for business planning, performance management and budget management

- Maximise the use of resources across the service, ensuring that monitoring and expenditure controls are in place and objectives are delivered, through best value
- Responsible for ensuring that there is regular monitoring of spend and to anticipate in a timely way where there will be additional demands on budgets

### **Strategic**

- Provide professional advice about on the need for policy and procedural review, guidance and training arising from emerging themes, trends and audit findings
- Lead on and / or contribute to the development of recommendations and action plans arising from service audits and national inspections for approval by the appropriate governance structures including Senior Managers

### **Resources**

- Use IT to develop audit tools, collate data and produce audit reports and present information in an accessible way using text and graphs
- Lead the development of a range of audit methodology; audit tools including standard templates; questionnaires; audit schedules and recording methodology appropriate to the specific business processes and practices

### **Planning and Organising**

- Monitor the implementation of agreed action plans to ensure the recommendations are followed through and to ensure improvements are achieved
- Write Action Plans which can achieve the required changes within achievable timescales

## Decision Making

- Use professional knowledge and understanding to improve performance and efficiency and alert senior managers to potentially significant risks
- Analyse and share information regarding service performance
- Apply knowledge and appropriate legal, statutory and policy frameworks that inform good practice and practice development
- Forge partnerships and build positive working relationships across the children's system

## 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

## 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:

- Based in an office environment which may involve long periods of sitting

## 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 **3**.

[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

- Qualified Social Worker registered with the Social Work England (A)

### Desirable

- Evidence of extensive Continuing Professional Development (CPD)

## Experience

### Essential

- Demonstrable experience of working within a Social Care setting, working with children and families in need of statutory services (A,I)
- Experience of case auditing (A,I)
- Demonstrable experience of working with partner agencies within a Social Care setting (A,I)

### Desirable

- Experience of designing and delivering training and development activities
- Successful experience of managing staff within a Social Care environment

## Skills/Abilities

### Essential

- Analyse information, write reports and present this to professional groups (A,I &E)
- Analyse information and form a judgement regarding appropriate interventions with families (A,I&E)
- Quality assure a range of work, including assessments, plans and Court directed work (A,I&E)

### Desirable

- Manage risk
- Organise and plan tasks, meeting agreed timescales
- Develop performance monitoring systems that ensure consistently high-quality practice
- Prioritise work and meet multiple deadlines
- Develop and support staff
- Engage and communicate with families, staff, management and leaders at all levels, supporting and challenging where necessary
- Work professionally and be accountable for decisions
- Extensive knowledge and understanding of relevant legislation relating to children and young people and care leavers gained ideally through significant management experience
- Child-focused and centred practice



## Commitment

### Desirable

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

## Other

- May be required to work occasional evenings or unsocial hours
- Able to travel throughout the Local Authority using private/public transport