



Cumberland Council

Post Specification

Date	February 2024
PG Number	8129
Post Title	Quality Assurance Practitioner
Job Family	People Care and Development
Job Family Role Profile	PCD15
Final Grade	Grade 15

To be read in conjunction with the job family role profile

Service Area description
This post sits within the Partnerships and Quality Service which is part of the Children and Family Wellbeing Directorate
Purpose of this post
<ul style="list-style-type: none">To assist in raising standards and improving the quality of practice across the service by leading on and undertaking quality assurance work including learning and thematic audits.To ensure all learning is reflected in improved practice at all levelsTo support partners, managers, IRO, social workers and child support workers in respect of the quality of practice across services.
Key job specific accountabilities
<ol style="list-style-type: none">Ensure quality standards in the delivery of services aimed at Children and Young People and their families, through the monitoring of performance, quality of practice and outcomes and support teams in developing and promoting good, effective forensic and reflective social work practice in accordance with all learning mechanisms, social work core values and the professional capabilities framework.Provide a lead in particular areas of the business, including audit, and develop and manage project plans to ensure statutory requirements are translated into policies and procedures, that new initiatives are responded to and transform services to children and young people, and that appropriate performance standards are in place.Network both internally and externally in order to share skills and knowledge, to develop confidence and competence with other professionals across all agencies, to identify gaps in provision and promote and guide positive approaches in working with children and young people and families and carers.Be responsible for improving performance and quality assurance in relation to identified priorities.Support the IRO Service to improve their role in improving safeguarding practice across all services.Support multi-agency audit activity across the service including SEND.Monitor management information in relation to specific areas, and provide action plans to address shortfalls and engage with partners and stakeholders in shaping services, and in monitoring and reviewing performance.Learning from regional and national best practice is shared across the service.
Please note annual targets will be discussed during the appraisal process
Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • Provide supervision in respect of mentoring, coaching, and quality assurance
Other	<ul style="list-style-type: none"> • N/A

Essential Criteria - Qualifications, knowledge, experience and expertise

1. Qualifications/Training

- Recognised social work qualification at Honours degree level or equivalent
- Evidence of ongoing professional development
- Ability to use IT appropriately to support function
- Social Work England registration

2. Relevant Experience

- Experience in work with children and families, pre/post or during qualification
- Experience in child protection
- Experience of managing performance and addressing shortfalls

3. Knowledge

- Knowledge of Assessment and Case Management Processes and outcome based planning
- Knowledge of relevant legislation
- Knowledge of Children's Services assessment tools
- Extensive understanding of policies, statutory guidance and legislation in respect of Children's social care and the wider Children's agenda
- Current research and good practice in relation to safeguarding children

4. Skills/Ability

- Ability to exercise discretion in addressing and resolving complex practice and policy issues across diverse social care service areas
- Ability to produce clear written reports
- Liaise with external and internal partners on a strategic level
- Ability to communicate clear and concisely, verbally and in writing to a wide range of audiences/people
- Ability to engage with and persuade staff to improve practice across the whole range social care interventions so as to address complex and high risk areas of social care practice

5. Personal Skills

- Professional integrity, reliability and consistency
- Explicit use of social work values e.g. ability to work in a non- discriminatory manner, respecting individual's rights and choices May 2011
- Ability to work under pressure and emotional stress effectively
- Good time management and ability to prioritise to meet deadlines

6. Special Circumstances/ Other

- Ability to undertake travelling in the designated area.
- Registered with SW England
- Enhanced DBS Clearance
- Flexible working hours

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check.
- The level of check required is:
 - DBS Basic
 - DBS Standard
 - DBS Enhanced - no barred list
 - DBS Enhanced – Adults

- DBS Enhanced – Children
- DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands

- Normal

Physical Demands

- Normal

Working Conditions

- Mostly protected, indoors/travelling.

Other Factors

- Undertake a quality assurance role i.e. completing audits, quality assure reports, assessments.
- Support Cumbria Safeguarding Children Partnership in multi-agency audit activity
- Engage service users in the development of services, and ensure participation in service planning.
- Ensure all learning is reflected in improved practice.
- Chair meetings where appropriate and take a lead in some partnership groups to ensure Children's Services is appropriately represented.
- Assist with the performance of individuals through informal/formal action plans at the discretion of service manager.
- Engage with the network of Advanced Practitioners in Children's Services to share best practice and drive up standards.
- Support the Principal Social Worker or team or service development including work modelling, and demonstrating expected behaviours of Cumberland Council and Social Work England.