



City of
Stoke-on-Trent

Job Description

Job Title: Quality Assurance, Audit, Policy and Procedures Officer
Directorate: Children and Family Services
Section: Safeguarding and Quality Assurance
Responsible to: Service Manager Quality Assurance and Child Protection
Grade Level 13

Job Purpose

To undertake case file audits across Children's Services to monitor the quality of social work practice, identifying good practice and areas for improvement. The post holder will be working independently and with a range of internal and external stakeholders.

To support the Service Manager in the embedding of the case file audit framework across Children's Services. This will enable the Children's Services and the Children's Leadership Team to monitor the quality of social work practice and identify good practice and areas for improvement. It will also enable the City Council to be assured that practice is compliant with statutory responsibilities and that children are kept safe and outcomes achieved.

To review and update policy & procedures as required and in conjunction with our TRI-X contract to ensure staff have the most up to date policy & procedures to support them in their practice

To undertake case audits in respect to any litigation cases regarding children's social care practice to ensure the Council understands any liabilities it may have or to support any challenge to any claims made

Key Duties / Responsibilities

Strategic Management

- Deputise as required for the Service Manager.
- Contribute to the Team's policy development e.g. Case File Audit Framework, Team Plan etc.
- To undertake audits in line with the File Audit Framework/'Themed Audit' approach in respect to Children's Services as directed by the Service Manager/Children's Leadership Team
- To undertake audits on behalf of Children's Services for the SSSCB multi-agency audits
- To undertake initial scoping and information sharing reviews on cases being considered for a child safeguarding practice review due to a child death or serious injury/abuse
- To develop auditing tools and questionnaires for specific service areas to ensure these meet the requirements of the agreed audit.
- Analyse findings from audits and complete audit reports for the Service Manager, highlighting strengths and areas of vulnerabilities.
- Undertake random sampling, including file audits to measure the quality of practice against agreed standards.

- To work in partnership with internal and external partners in preparation for the undertaking of audits in line with service priorities to be audited.
- To work with Services within Children's Services in embedding audit as part of a Quality Assurance system of our services. e.g. providing training to managers at all levels of what a good audit look like
- To review action plans emanating from audits to ensure continuous improvement in the quality of our services.
- To undertake moderation of audits to ensure judgements are consistent with practice.

Performance

- Ensure the delivery of the business plan for the team.
- Support and contribute to the development of the workforce, including providing training and feedback to managers on quality of audits.
- Implement the council's system of performance, programme and project management.
- Monitor the effectiveness of the health and safety arrangements and systems of the council, assessing risks as appropriate and ensuring that appropriate mitigation and improvement is made where necessary.
- To review as part of the audit team the effectiveness of the auditing approach and the engagement of stakeholders.
- Review and update policy & procedures as required and in conjunction with our TRI-X contract to ensure staff have the most up to date policy & procedures to support them in their practice
- Provide case reviews in line with statutory requirements for child safeguarding practice reviews or any litigation cases
- Monitor performance of all grade managers in respect to their completion of monthly case file audits.
- Monitor performance in the completion by managers of audit actions to improve children's outcomes
- Challenge managers where there is drift and delay or plans are not robust to improve outcomes for children and families

Resource Management

- Manage effective systems of financial management and accountability in line with the council's requirements and provide reviews on high cost placements as requested by the resource panel
- Support and sustain efficient and effective monitoring of service quality in relation to cost in line with the principles of Best Value.

Culture

- Support and sustain a customer service culture and demonstrate personal accountability for performance and excellence in service delivery.

- Foster innovation and ensure good performance within the Team, ensuring appropriate development and motivation of staff.
- Any other duties appropriate to the post.

Finance and Staffing Dimensions

This post has no direct budget responsibility, but as part of their auditing, especially in respect to any litigation cases it will provide feedback on any liability or challenge to any claims made.



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Person Specification

Job Title: Quality Assurance, Audit, Policy and Procedures Officer

Directorate: Children and Family Services

Section: Safeguarding and Quality Assurance

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

	a	b	c
Knowledge & Qualifications			
Social Work qualification or equivalent	✓		
Management or relevant Professional Qualification	✓		
Registered with a professional body, e.g. Social Work England	✓		
Substantial knowledge of children's social work legislation, regulations and quality standards		✓	✓
Substantial understanding of what good social work practice looks like and how to measure the impact on improving outcomes	✓		✓
Substantial evidence of analytical thinking to find innovate and creative problem solving solutions		✓	✓
Substantial knowledge of the relevant activity of services that local authorities deliver to children and young people and their families	✓		
Understanding of audit methodologies and current development in theory and practice	✓		✓
Experience			
Substantial relevant experience of working in a Local Authority, Education, Children's Services or other relevant setting	✓		
Considerable experience of working in multi-agency partnerships	✓		✓
Considerable supervisory experience within a service area of a diverse workforce to support excellence in service delivery and good outcomes for children			✓
Substantial experience of establishing a customer focused performance orientated culture that delivers good outcomes	✓		✓
Substantial experience of auditing of children's service	✓		✓
Evidence of updating of policy & procedures	✓		
Skills & Abilities			
Highly developed negotiation and persuasive skills			✓
Substantial evidence of good analysis of information and report writing which is focussed on improving services.		✓	✓
Ability to foster good co-operative team working that is focussed on driving forward, adding value and resolving issues	✓		✓
Strong communication skills and active listening to views of stakeholders and partners			✓
Ability to work on own initiative			✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓
Commitment to Health & Safety	✓		
Commitment to Equality & Diversity			✓



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Conditions of Service

Job Title:	Quality Assurance, Audit, Policy and Procedures Officer
Directorate:	Children and Family Services
Section:	Safeguarding and Quality Assurance
Grade:	Level 13
Salary:	£41,591 - £44,624

Duration: This is a permanent position.

Working Hours: The normal standard working arrangements will be based on a 37 hour week, working over five days between normal office hours. However, there may be flexibility in these arrangements. For more information please refer to the Flexible Working Policy.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work.

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of "unprotected" cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.

Social Care Register: You must either already be registered, or in the process of registering on the Social Care register. You must also meet the on-going requirements of registration and comply with the Code of Practice for Social Care Workers.