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| **Job Description** |
| **Post title** | Quality Assurance Manager (Residential Services) |
| **JE Reference No** | N10827 |
| **Grade** | Grade 14 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care, Looked After Children – Resources Service |
| **Reporting to** | The post holder will report to the Service Manager (Residential Services) |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to support work to improve the standard of practice across Children’s Residential Service, as part of the improvement programme and in line with the Children’s Home Regulations and Quality Standards. The post holder will support the Service Manager in driving forward the service plan. More specifically the role will involve undertaking audits of the children’s residential homes, reviewing progress, supporting the delivery of project which link directly to the service plan and contribute to the work undertaken to ensure our children’s residential homes provide a high standard of care, keep our children and young people safe and support young people to achieve.

The post holder will work directly with the registered managers of the children’s homes, ensuring they are support and challenged to deliver excellence. They will also work collaboratively with partners and colleagues to ensuring everyone’s contributions help drive us forward.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Ensuring children and young people are safeguarded, well cared for, achieving outcomes and where their views and wishes are listened to
* Direct line management of the Children’s Registered Managers and oversight of the wider residential team
* Act as a link between the Service and Ofsted during and between Inspections
* Ensure legislation and guidance is adhered to, providing advice and oversight as required, identifying risks and supporting safe practice
* Support the implementation of the audit programme across the residential homes. This will include, but not be exclusive to Regulation 44 and Regulation 45
* Support the develop systems and tools, working alongside colleagues to support the quality improvement requirements and priorities of the service in line with the regulations and quality standards
* Based on improvement themes that emerge from audit activity, work directly with the registered managers and their teams to improve aspects of practice that will assist them in delivering an outstanding residential offer
* Support the development of policies and guidance that will support the delivery of high-quality practice standards and processes which ensure high quality practice standards and records
* Work closely with colleagues to ensure Children’s Homes have a robust and modern approach to induction, management development and continued professional development
* Gather and analyse the feedback from our children and young people, their families and champions to understand how we are doing and what else we could achieve
* Support the development of plans for service and practice improvement both within individual homes and across the residential service
* Support registered managers in their role and provide supervision, appraisal and mentoring
* Support the Service Manager to ensure information is shared in a timely way using a range of sources such as audits, data and reporting
* Use researching and learning from best practice regionally and nationally to inform practice standards
* Work in accordance with DCC Human Resources policies and procedures including supervision, appraisal, sickness management, health and safety and safe recruitment
* Support budget holders to manage a designated budget and ensuring that all available resources are co-ordinated and managed achieving value for money in all circumstances through the monitoring and control of expenditure
* Support the development of new homes, ensuring their swift registration and ongoing development.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager or Head of Children’s Social Care.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Management qualification at level 5 OR equivalent
* Level 5 Registered Managers Award Or equivalent
 | * A relevant degree
* Degree in social work OR equivalent social work qualification, i.e. CQSW, CSS or Dip SW
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| Experience | * Working within a children’s residential care setting or similar social work / social care setting
* Experience of quality assurance and service improvement work
* Experience of child protection and safeguarding
* Experience of change management
* Partnership working relevant to children’s services
* Experience of inspection and regulatory practice
 | * Previous experience as a practitioner working with the service user group relevant to this post
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| Skills andKnowledge | * Exceptional knowledge and practice experience which directly relates to children’s residential care and the inspection framework
* Knowledge of quality assurance techniques and service improvement
* Knowledge of legislation, regulatory standards and research relevant to children’s residential care and social work practice with children and families
* Ability to shape and lead on the policy and evidence standards within a residential care setting
* Ability to assimilate and analyse information and make informed decisions which manage risk
* Skills in developing effective partnerships with staff from Children’s Services, other agencies and stakeholders
* Excellent and creative communication skills – verbal and written
* Ability to work to own initiative, to organise workload, prioritise, achieve deadlines and work under pressure
* Knowledge of children’s rights legislation including UN Convention on the Rights of the Child
* Ability to promote children, young people’s and their families/carers participation.
* Ability to work as part of a team and to lead teams
* Excellent interpersonal skills and good negotiation skills
 | * Knowledge of government initiatives relevant to this area of work
* Committed to ongoing knowledge and skills development
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| Personal Qualities | * Commitment to working in a non-judgemental way where children and young people are at the centre of the work we do
* Enthusiastic and innovative approach to work
* Work well under pressure
* Enthusiasm for the provision of high-quality social work services to children, young people and their families/carers
* Practice in an anti-discriminatory and anti-oppressive manner
* Has a good balance between getting things done and attention to detail
* Ability to work flexible hours, including some evenings and weekends if required
* Hold a current driving licence and have access to a car or access to a means of mobility support. (If driving must have current valid driving licence and appropriate insurance)
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