

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Quality Assurance Co-ordinator	Grade:	PO6
Reports to (Designation):	Quality Assurance Manager, Families, Quality and Commissioning	Grade:	42-44
Directorate:	Children and Young People	Section:	FQC

Main Purpose of the job:

To provide leadership within the Children & Young People's Division and contribute to the development of corporate priorities. To ensure that these are translated into clear service objectives and expectations as part of the Quality Assurance Framework implementation.

To lead on practice improvement and promoting the continuous learning and development of practice and systems within the service. To model and support others to deliver reflective practice that meets local standards and is congruent with Lewisham vision and values, promoting relationships and engagement with children, young people and families.

To deliver a project or projects assigned to an agreed direction, timescale and budget in support of the CYP strategies and priorities.

The Quality Assurance Coordinator, working to the Quality Assurance Manager will jointly lead on the delivery of quality assurance, including case audits of children who are supported by teams and services in CYP. The QA coordinator will help to ensure that the directorate maintains high service standards and development to promote good outcomes for vulnerable children.

The main purpose of the post is to jointly develop and deliver the directorates Quality Assurance Framework across Children's Services, including:

- leading individual and team activity on a variety of audits and deep dives
- ensuring directorate standards are appropriate, clear and communicated
- leading on agreed directorate developments in response to national and local initiatives
- act as directorate lead for the rollout of learning from different forms of learning reviews
- lead on the development, promotion and communication of procedures, protocols and guidance for the directorate

Summary of Responsibilities and Personal Duties:

1. To undertake and co-ordinate a variety of single and multi-agency audits
2. To organise, co-ordinate and provide analysis of the monthly Departmental audit programme.
3. To provide oversight, commentary, analysis and corrective activity of delivery of the Quality Assurance Strategy.

4. To contribute to the development of close collaboration between respective colleagues to develop consistency of practice and management.
5. To ensure though development and promotion of procedures, guidance and standards as well as associated audit and development activity that performance targets and indicators within the service, are met or exceeded.
6. To chair and /or contribute to internal and inter agency planning groups and meetings with regard to planning and development of services for children.
7. To be responsible for monitoring and improving quality of service across Children's Services by developing and using systems and tools for auditing user satisfaction and engagement.
8. From time to time, to deliver training to staff from within and external to the Council.
9. To lead on service reviews/initiatives, including analysis, planning, implementation, review and evaluation.
10. To ensure timely, clearly written reports are produced and communicated effectively to agreed stakeholders, including regular presentation to management forums including the Directorate Management Team.
11. To support the directorate during an inspection period in auditing cases identified by inspectors

b) Budgetary Responsibilities

1. To assist the service in effectively managing and controlling the budget allocation from review and service audit.

c) Information Management

1. To develop familiarity with the use of the Council's ICT systems, and enter, manipulate and analyse data.
2. To effectively analyse the service performance
3. To be responsible for meeting performance indicators and targets relevant to the job role

d) Other duties

To undertake any other duties commensurate with the grade of the post.

Contacts

Children and Young People
Parents/carers
Practitioners, Teams and Services within the CYP Directorate
Managers within the CYP Directorate
Lewisham Safeguarding Children Partnership
Partner agencies
Complaints officers
Advocacy services

Equal Opportunities

To carry out all the functions and responsibilities of the post with due regard to the Councils Equal Opportunities Policy, and to participate in the development of services to meet the needs of the multi-racial community, ensuring the continuing appraisal of anti-racist and anti-sexist policies and procedures.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Grade and numbers of immediate subordinates 0

Number of staff supervised by this Officer 0

JOB DESCRIPTION/POST NO:

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Quality Assurance Co-ordinator

DEPARTMENT: Children and Young People GRADE: PO6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of short listing.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Technical Knowledge and Qualification

Knowledge of the Children Act, current legislation, regulations, guidance and standards.	S1
DipSW or equivalent recognised social work qualification.	S2
Post qualifying qualification or demonstrable evidence of continuous professional learning.	S3
Knowledge of methods to help others learn and to improve practice at an individual and service level.	S4

Experience

Substantial experience of effectively practising and managing in professional children's social work services for a diverse community.	S5
Delivering training/workshops	S6
Presenting complex information to a variety of stakeholders and providing guidance to professionals	S7
Working collaboratively with other services and agencies to achieve positive outcomes for children and young people.	S8
Experience of quality assurance activities	

Competencies, skills

Ability to motivate others in difficult circumstances, to achieve outcomes by modelling a confident and positive approach.

S9

Ability to support and assist professionals who work with children and young people through effective practice to implement and lead on change.

Able to analyse and evaluate information and make sound and timely decisions and judgements in a high risk environment.

Able to effectively influence others and negotiate to achieve outcomes.

Proactive and self-motivated, to identify key priorities for self and others. Managing own workload, responding flexibly and constructively to conflicting priorities and pressures.

Excellent written and verbal communication skills and ability to deliver presentations. Able to analyse, collate and write effective reports and audit outcomes making clear recommendations for next steps and improvement action.

Able to self manage, take ownership of issues, recognise the limits of own accountability and responsibility and to seek appropriate support, advice and supervision.

S10

Ability to help others learn and develop through delivering training, offering advice, motivating, mentoring and support

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies and awareness of Equal Opportunities issues.

S11

Physical

Generally candidates must meet the standard Lewisham requirements for the post including eyesight test for VDU working