

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>Quality Assurance Manager</b>	<b>Grade:</b>	<b>PO8</b>
<b>Reports to (Designation):</b>	<b>Head of Service Quality Assurance</b>	<b>Grade:</b>	<b>SMG 3</b>
<b>Directorate:</b>	<b>CYP</b>	<b>Section:</b>	<b>Families, Quality and Commissioning</b>

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#### **Main Purpose of the job:**

To provide strategic 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 and the strategic plan for the quality assurance team.

To lead on practice improvement and promoting the continuous learning, and the development of practice and systems within and across services. 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 Manager and their team, working to the Head of Quality Assurance, will jointly lead on the delivery of quality assurance and will 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 develop and deliver the Quality Assurance Framework across Children's Services, including:

- Agreeing themes and areas of QA focus, responding to identified issues and deciding areas for practice and system improvement
- Leading a team of Quality Assurance co-ordinators and developing consistently effective and impactful audit and QA activity
- Managing and leading individual and team activity on a variety of audits, deep dives, reviews and providing high quality reports, analysis and recommendations
- Contributing to development of directorate and service standards and ensuring they are appropriate, clear and communicated
- leading on agreed service 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

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#### **Summary of Responsibilities and Personal Duties:**

1. To provide management and supervision to the Quality Assurance Co-ordinators
2. To deputise for the Head of Service as necessary.

3. To provide cover for absence of other managers and critical roles in the Service Area.
4. To contribute to close collaboration between the whole management team across Families, Quality and Commissioning and the Family, Help and Care Directorate and with Business Support functions in order to deliver high quality and consistent practice and management.
5. To develop and deliver a service plan in consultation with staff and management.
6. To provide appropriate performance management for staff using existing Council approved policies and procedures to emphasise clarity of role, identify objectives, set targets, review performance and identify developmental needs.
7. Ensure that work is carried out in line with relevant legislation, standards, regulations and codes of practice.
8. With the Head of Service, to set and monitor performance targets and indicators for individuals, the team, appropriate colleagues and the Service.
9. To deputise for the Head of Service in providing a professional lead within the Council for quality assurance.
10. Along with the Head of Service provide a professional lead with external agencies, key stakeholders and safeguarding partners.
11. To co-ordinate and deliver audit and quality assurance activities, including IMRs following serious incidents or where opportunities for learning are identified
12. Develop and deliver briefings and training in conjunction with Workforce Development Service, and on occasion deliver training to staff from within and external to the Council.
13. Promote improvements in practice and performance and support child-focused, effective, risk-sensible, reflective and relationship-based practice.
14. To produce excellent analytical written audit and quality assurance reports with recommendations and learning, including quarterly and annual reports
15. To ensure that the health & safety of staff is given significant priority in the conduct of all work
16. To represent Children's Services within the Council and the Local Safeguarding Children Partnership.
17. To chair and /or contribute to internal and inter agency planning and strategic groups as required when planning to deliver services for children and young people.
18. To chair complex meetings regarding specific children or adults, where the seniority of the role is required.

19. To be responsible for monitoring and improving quality of service both within the Quality Assurance Service and for the Children's Social Care Division, by developing and using feedback from our key stakeholders.
20. From time to time, to manage and supervise the work of other staff from within or external to the Council.

#### **b) Budgetary Responsibilities**

1. To assist the Head of Service in effectively managing and controlling the budget allocation for the Service, across staffing and practice, taking responsibility for spend within the authorised levels.
2. To deputise for the Head of Service in their absence and on their behalf, acting as budget holder, responsible for signing off budget statements and other financial data.

#### **c) Information Management**

1. To develop familiarity with the use of and contribute where relevant to the maintenance of the Council's ICT systems, and enter, manipulate and analyse data for the purposes of reporting and good governance.
2. To sign off verifications of data by the staff of their team for presentation to the Head of Service.
3. To analyse the Service performance and contribute towards improvements in performance.
4. To be responsible for meeting performance targets and specific development goals relevant to the job role and the Service.

#### **d) Other duties**

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

#### **Contacts**

Services within the CYP

Managers within CYP

Other agencies – including health, education, probation, police and voluntary sector agencies

Other Lewisham Council Directorates to middle/senior management level

Complaints and Access to Records Service

Advocacy services

LSCP

#### **Equal Opportunities**

To carry out all the functions and responsibilities of the post with due regard to the Council's 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 4

Number of staff supervised by this Officer 4

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 Manager

**POST NO:**

**DEPARTMENT:** CHILDREN'S SOCIAL CARE

**GRADE:** PO8

## **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.

CATEGORY	ESSENTIAL REQUIREMENTS
<b>Technical Knowledge and Qualification</b>	
• Knowledge of the Children Act, current legislation, regulations, guidance and standards.	<b>S1</b>
• DipSW or equivalent recognised social work qualification.	<b>S2</b>
• Post qualifying qualification or demonstrable evidence of continuous professional learning.	<b>S3</b>
• Knowledge of methods to help others learn and to improve practice at an individual and service level.	<b>S4</b>
<b>Experience</b>	
• Substantial experience of effectively managing professional children's social work services for a diverse community.	<b>S5</b>
• Of implementing and managing effective and sustainable organisational change.	<b>S6</b>
• Project management.	<b>S7</b>
• Of working collaboratively with other services and agencies to achieve positive outcomes for children and young people.	<b>S8</b>

## **Competencies, skills**

- Inspirational leadership, including the ability to motivate others in difficult circumstances, to achieve outcomes by modelling a confident and positive approach.
- Able to think broadly and plan strategically; including being able to operate effectively in a complex and dynamic political environment.
- 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.
- Ability to recognise the limits of own accountability and responsibility and to seek appropriate support, advice and supervision.
- Ability to help others learn and develop through delivering training, offering advice, motivating, mentoring and supporting social workers/senior social workers.

**S9**

**S10**

## **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