

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Quality Assurance Expert – Local Authority Fostering South East Recruitment Hub</b>		
<b>Directorate:</b>	<b>People</b>	<b>Salary:</b>	<b>£46,731- £51,802 plus £706 London Weighting</b>
<b>Section:</b>	<b>Regional – Working on behalf of 17 South East Local Authorities</b>	<b>Grade:</b>	<b>BG-E SCP 37 - 42</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work Style:</b>	<b>Flexible</b>

### Key Objectives of the role

The Quality Assurance Expert provides advice and guidance on quality and safeguarding practices, fostering compliance with legislation, regulations and minimum standards. They contribute to the Quality Assurance Framework and regional partnership practice standards by delivering findings from case tracking and audits, identifying good practices and supporting practice improvement. The role also includes equipping staff with the skills and tools necessary for fostering recruitment and assessment, delivering training and workshops and contributing to the engagement and retention of staff and foster carers. The Quality Assurance Expert also ensures the consistent and robust quality of initial calls and initial home visit reports for prospective foster carers, supporting high standards across the South East region.

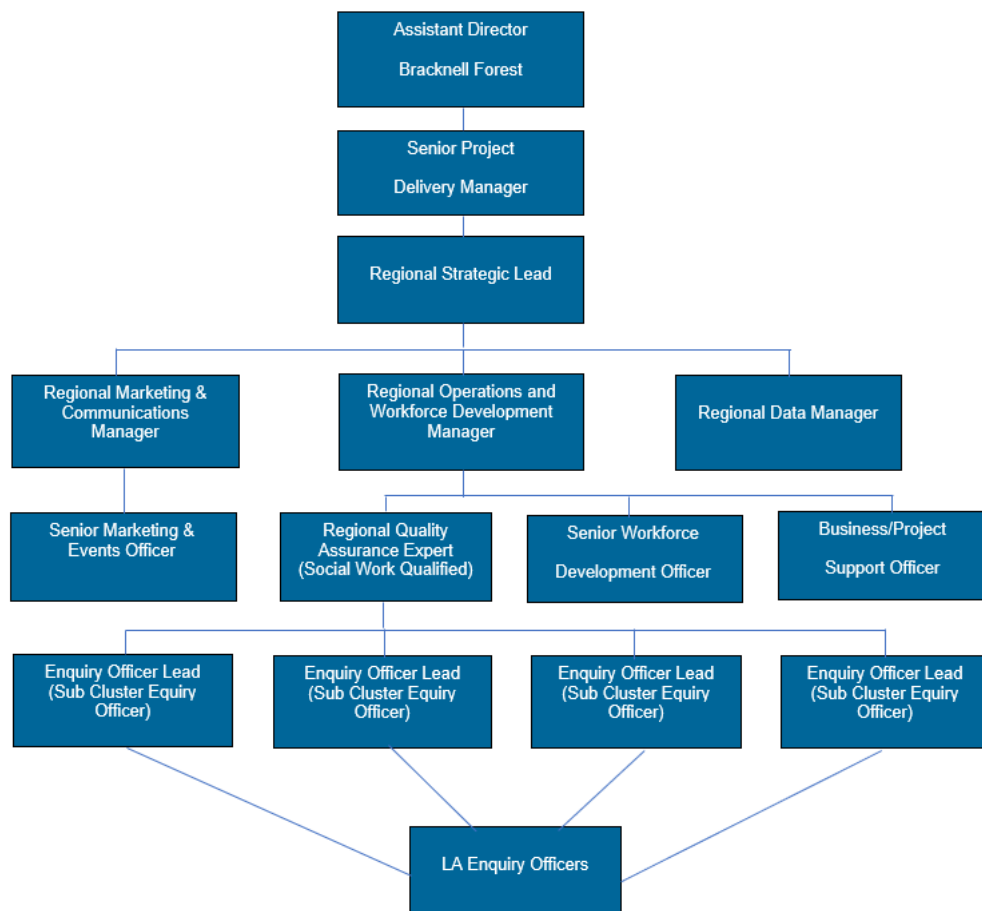
### Designation of post and position within departmental structure

**Reports to:** Operations and Workforce Development Manager

**Direct Line Management:** Sub Cluster Enquiry Officers x 4

**Collaborates with:**

- Prospective foster carers
- Regional Marketing Manager
- Regional Technology and Data Manager
- Workforce Development Manager
- Local Authority fostering teams



## Daily and monthly responsibilities

### Daily responsibilities:

- Ensure the quality and compliance of telephone calls and initial home visit reports for prospective foster carers, providing clear feedback to maintain high standards.
- Support Sub Cluster Officers in handling complex fostering recruitment enquiries, offering guidance and practical solutions.
- Supervise and develop the Sub Cluster Officers, fostering a collaborative and effective team environment.
- Promote adherence to safeguarding standards and fostering regulations in all recruitment activities.
- Contribute to staff and foster carer engagement through open, collaborative discussions and workshops.

### Monthly responsibilities:

- Deliver and communicate findings from case tracking and dip sampling to highlight good practices, areas for improvement and near misses.
- Undertake case audits to evaluate the quality of provision and inform improvements to the Quality Assurance Framework.
- Design and deliver training workshops for staff, prospective foster carers and registered foster carers.
- Equip staff with the skills and tools necessary for fostering recruitment and assessment, ensuring continuous improvement.

- Collaborate with managers to align operational activities with regional objectives and recruitment campaigns.

The key areas of responsibility will be:

**Statutory requirements:**

- Ensure compliance with fostering regulations, safeguarding standards and GDPR.
- Promote equality, diversity and inclusion in all activities.
- Adhere to council policies and relevant legislative frameworks.

**Summary of responsibilities and personal duties:**

The Quality Assurance Expert ensures the consistent and robust quality within the Hub, including call handling and initial home visits. You will quality assure all initial home visit reports for prospective foster carers, provides guidance on quality and safeguarding practices and supports the handling of complex fostering recruitment enquiries. You will supervise and develop a team of Sub Cluster Officers, ensuring high standards in recruitment and assessment processes. The role involves delivering case tracking findings, conducting audits, and identifying practice improvements to enhance the Quality Assurance Framework.

**Scope of role**

You will promote compliance with fostering regulations, safeguarding standards, and equality principles. You will act as the primary contact for social work practice within the Hub, and equip staff with the necessary skills and tools, through the design and delivery of training for fostering staff, prospective foster carers and registered foster carers. The Quality Assurance Expert also contributes to the engagement and retention of staff and foster carers through collaborative workshops and attendance at recruitment events as required.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<ul style="list-style-type: none"> <li>• Social work qualification and current registration.</li> <li>• Demonstrable experience in writing high quality mainstream fostering assessments and supporting prospective foster carers through the assessment process, from enquiry to Panel.</li> <li>• Experience of managing, supervising or mentoring front line staff.</li> <li>• Proven experience in quality assurance and safeguarding within fostering or a related social care context.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in contributing to quality assurance frameworks within a fostering context.</li> <li>• Experience of contributing to practice standards.</li> <li>• Experience in delivering training packages and workshops to staff and foster carers.</li> <li>• Knowledge of regional and national fostering recruitment trends and innovations.</li> <li>• Awareness of the DfE funded regional fostering pilots, their purpose and differing practice models.</li> </ul>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> <li>• Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</li> <li>• Understanding of fostering legislation, regulations, and minimum standards.</li> <li>• Familiarity with fostering staff engagement and retention strategies.</li> <li>• Undertake activities to support the implementation of the South East Fostering Recruitment Hub strategy.</li> <li>• Collaborate with the Regional Strategic Lead and local authority recruitment Enquiry Officers to ensure efficient handling of fostering enquiries.</li> <li>• Provide efficient responses to fostering enquiries generated by recruitment campaigns.</li> <li>• Engage with prospective carers through various channels and lead them to information events.</li> <li>• Support fostering events and maintain updated data on previous enquiries.</li> </ul>	

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- Participate in team development and promote equal opportunity policies.
  - Ensure compliance with corporate policies, statutory, and national policies.
  - Coordinate recruitment activities and assist with organising events.
  - Provide reports on recruitment progress and track targets.
  - Manage and maintain a database of prospective foster carers.
  - Develop and maintain a tracking system for efficient enquiry handling.
  - Maintain knowledge of relevant issues within fostering.
  - Support organisational change and promote a positive image of the Fostering Hub.
  - Explore innovative uses of technology to enhance service delivery.
  - Ensure confidentiality and adhere to relevant policies and procedures.

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**Work-related  
Personal  
Requirements**

- The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.
  - Analytical skills to evaluate reports and provide constructive feedback for continuous improvement.
  - Ability to prioritise effectively and work on multiple work-streams and meet deadlines whilst requiring minimal supervision.
  - Experience of working on own initiative, organising own work effectively and meeting tight deadlines.
  - Ability to work with sensitive and confidential issues tactfully.
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	<ul style="list-style-type: none"><li>• Excellent telephone manner and listening skills required, able to focus and record information whilst working in an open plan office.</li><li>• The ability to communicate effectively, verbally, in writing, within meetings and effectively engaging service users.</li><li>• The ability to work with internal stakeholders and external partners and bodies.</li><li>• Willing to work outside normal hours, work very flexibly and across the county in a variety of locations as and when required.</li></ul>
Other Work Requirements	<ul style="list-style-type: none"><li>• A satisfactory enhanced Disclosure and Barring Service check.</li><li>• This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies</li><li>• This post is exempt from the Rehabilitation of Offenders Act 1974</li></ul>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

