

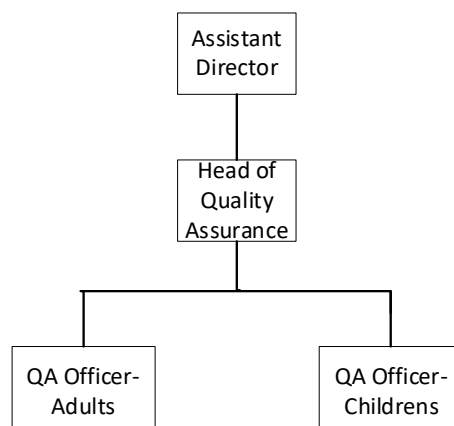
JOB DESCRIPTION

Job Title:	CSC QA Officer (Children Social Care - Quality Assurance Officer)		
Directorate:	People	Salary:	£48,226 - £53,460 per year Plus £729 London Weighting
Section:	Commissioning – Quality Assurance	Grade:	BG-E SCP 37- 42
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

- To implement and drive quality assurance processes in line with the council's quality assurance strategy and children social care quality assurance framework.
- To ensure the council is working to required standards and always aspiring to deliver a high-quality service to children and families.
- To implement, co-ordinate and continuously strengthen the Children's Social Care quality assurance framework, ensuring audit, moderation, learning and performance activity provide a clear line of sight to practice quality, impact and outcomes for children and families.
- To support Children's Social Care to evidence that practice is child-centred, purposeful, relational, inclusive and compliant with statutory guidance, local practice standards and inspection expectations.
- To turn quality assurance findings into learning, improvement activity and measurable impact, ensuring a clear feedback loop from audit to practice development, supervision, learning and service improvement.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. Support the delivery of the Children's Social Care audit and moderation programme, including thematic, dip-sample and multi-agency audit activity, ensuring the programme reflects local priorities, risk, inspection learning and children's lived experience.
2. Ensure quality assurance activity includes a clear closing the loop process, whereby audit findings are translated into actions, actions are tracked to completion, and subsequent evidence is used to test whether practice has improved and outcomes for children and families have been strengthened.
3. Work with performance, data and practice leads to triangulate audit findings with performance data, complaints, compliments, feedback, workforce intelligence and inspection learning.
4. Co-ordinate moderation, learning forums and feedback sessions so that audit findings are shared promptly and translated into clear actions for teams, managers and practice leaders.
5. Ensure children, young people, parents, carers and partner agencies are routinely heard within quality assurance activity, with feedback used to test impact and improve practice.
6. Provide concise, analytical reports to senior leadership, DMT, safeguarding governance and improvement boards, clearly identifying strengths, risks, themes, disproportionality, impact and recommended actions.
7. Produce annual and thematic reports which evaluate whether actions have made a difference, including evidence of completed learning loops and sustained practice improvement.
8. Support Ofsted/ILACS readiness, self-evaluation, focused assurance activity and improvement planning, ensuring evidence is organised, current and linked to impact for children.
9. Contribute to wider Children's Social Care improvement, including practice standards, supervision quality, assessment and planning quality, child protection practice, children in care/care leaver practice and family help reforms.
10. Maintain a clear tracker of audit recommendations, management responses, action owners, timescales and evidence of impact.
11. When required, contribute to the development and review of audit tools, standards and guidance.

12. Support managers and practitioners to understand what good practice looks like through feedback, coaching, learning materials and examples of effective quality assurance and audit activity.
13. Identify and escalate significant safeguarding, practice quality or compliance concerns through agreed governance routes.
14. Such other duties as may be necessary from time to time, 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.

Scope of role

- The Quality Assurance Officer duties will involve the collection and analysis of information, including responses to issues of diversity and inclusion, which will be used to inform and improve practice development.
- The learning from audit activity informs practice improvement needs and must be approached in such a way as to provide a holistic picture of the service's development areas which require addressing. Alongside this there should be recognition of what is working well and therefore we could do more of.
- A key component of quality assuring our work is obtaining feedback from children and families. The Quality Assurance Officer will ensure that feedback is routinely obtained in the quality assurance activity.
- They will need to confidently identify and constructively challenge poor practice. They will contribute through the auditing activity to ensuring that practitioners work to the standards set, including the council's values and behaviours framework.
- They will work closely with the Principal Social Worker to ensure the workforce has a clear understanding of practice and performance standards, the audit approach, and how learning from audit activity is translated into practice improvement. They will support systems and processes that enable practitioners and managers to respond to learning, close the loop on identified actions, and carry out their work to a consistently high standard.
- They will arrange and drive learning forums to support learning from audit and related activity.
- The presentation of regular reports will be aimed at senior managers and Council Members, the post holder will therefore need to be able to write reports and to present and discuss information confidently.
- The Quality Assurance Officer will be expected to build robust working relationships with senior managers and work with them towards practice development and improvement.
- The role includes a focus on the quality of assessment, analysis, planning, permanence, family help, child protection, children in care and care leaver practice as relevant to the audit programme.
- Quality assurance activity should test the child's lived experience, the quality of direct work, the effectiveness of management oversight and supervision, and whether plans are making a demonstrable difference.

- The postholder should promote inclusive, anti-racist and anti-discriminatory practice by identifying disproportionality, barriers to engagement and evidence of culturally responsive practice within audit findings.
- The role includes constructive challenge with managers and practitioners, while maintaining a learning culture that supports reflection, curiosity and improvement rather than compliance alone.

All employees providing services to children and families have a responsibility for safeguarding and promoting their welfare.

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

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PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Degree in Social Work or equivalent. Social Work England Registration Evidence of continuous professional development Experience of working in Childrens Social Care Experience in quality assurance and audit work. Strong audit, moderation and analytical report-writing skills, including the ability to identify themes, risk, strengths, impact and learning. Experience in data analysis and reporting. Use of Microsoft Office applications, including Excel, Word and PowerPoint. Ability to use case management and performance systems to triangulate audit evidence and support service improvement.	Trained on Motivational Interviewing Skills Trained on Strengths Based work Evidence of development of management skills Experience of both adults and children's social care
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children and promoting their welfare. Ability to understand and analyse quantitative and qualitative information and data. Knowledge of what good and outstanding children's social care practice looks like, including the quality of assessment, analysis, planning, review, supervision and management oversight. Ability to constructively challenge practice and recording quality while supporting a restorative, reflective and learning-focused culture. Ability to identify patterns relating to equality, diversity, disproportionality and inclusion, and translate this into service learning. Ability to evidence whether improvement actions have led to measurable impact.	

Experience of presenting quality assurance findings to senior leaders, boards, panels or multi-agency forums.

Experience of supporting Ofsted readiness, self-evaluation or focused improvement activity.

Ability to use IT systems.

Excellent verbal and written communication skills including report writing.

Be accountable for advice given and for own work

**Work-related
Personal
Requirements**

Ability to be autonomous and work on own initiative, organise self and meet deadlines.

Ability to build credible relationships with practitioners, managers, senior leaders and partner agencies.

Ability to communicate challenge sensitively and clearly, balancing support with accountability.

Be empathic and supportive to children and families and their representatives and ensure their voice is heard.

Be flexible

**Other Work
Requirements**

A satisfactory standard Disclosure and Barring Service check.

This post is exempt from the Rehabilitation of Offender Act 1974

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

Role model the Bracknell Forest Values and Behaviours holding self and others to account to do the same.

Flexibility and adaptability responding to business needs, pressures and requirements.

Maintain confidentiality, professional boundaries and data protection standards when handling sensitive children and family information.

Promote a learning culture where audit is used to improve practice and outcomes.

Role models and demonstrates the Council’s values and behaviours

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.

We make our values real by demonstrating them in how we behave every day.

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

