

Job Profile

Job Title: Quality Assurance and Local Authority Designated Officer Service Manager
Job Grade: Level 5 Zone 2
Salary Range: £55,832 - £65,350

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today, and we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

The Quality Assurance and Local Authority Designated Officer Service Manager (Quality Assurance Unit) is to provide a proactive approach to quality assurance to ensure that the quality of work across the organisation is developing and improving the outcomes for children and families. It is important for the Auditor and practice development manager to have collaborative relationships with social work staff at all levels and across services areas. It is important to recognise and report on good and concerning practice by individuals or teams, and then seek to provide practice development support through training, learning sets, individual and team coaching and other innovative ways to be developed.

Example outcomes or objectives that this role will deliver:

- Working to the Head of Service for Quality Assurance, you will support the continual development of children's social care services by actively contributing to quality assurance activity and the implementation of audit programme and action plans, as well as sharing learning from evidence-based practice and reviews
- To assure quality of practice across Children's Safeguarding and Social work through the completion of collaborative audits, thematic audits, dip sampling and a range of other activity.
- Analysis of audit findings and written summaries and liaising with Social Workers, Team Managers and Heads of Service with audit outcomes.
- Supporting the Quality Assurance Unit in embedding audit activity, across Children's Social Care and Early Help.
- To work with the other QA service managers to ensure that findings from quality assurance activity is reflected in appropriate training for staff.
- To support individual and organisational learning and development from quality assurance activity, in conjunction with Operational managers.
- To support the involvement of children, families, carers in the quality assurance processes.
- To improve practice through the delivery of the Quality Assurance Framework to ensure effective outcomes for children and families. Delivering practice Improvement that arises from the quality assurance activity including working within Camden's Practice Model and working alongside CSSW and EH managers to improve audit skills, capacity, and consistent practice.
- To work constructively with managers, offering a critical perspective and appropriate challenge and ensure proactive implementation of decisions.
- Through the quality assurance and audit process ensure that policies and procedures are relevant to the needs of children and families.
- The duties and responsibilities outlined above are indicative of the role however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.
- Supporting the Quality Assurance Head of Service and auditor with the identification of areas of quality assurance activity within Children's Social Care, to ensure quantitative and qualitative analysis of service provision assists service improvement.

About you

Qualifications:

- Fully qualified, accredited social work professional status (CQSW, Dip SW, CSS or PQCSS), 5 years' experience of managing Quality Assurance Services.

Technical Knowledge & Experience

- Social Work Qualification and Registration with Social Work England
- Experience in working with vulnerable children, young people, and their families in statutory Children's social care.
- Detailed knowledge of policies, statutory regulations and guidance relating to children's safeguarding, child protection, Looked After Children and Care leavers
- Excellent auditing and quality assurance skills, with experience of coming up with rigorous audit findings
- Extensive experience of operational management of social work teams
- Excellent knowledge of Quality Assurance and Performance Management frameworks. A comprehensive understanding of the complexities of audit as it applies to children and safeguarding.
- An ability to ensure good practice that arises from CSSW audits are shared and promotes a learning environment.
- An ability to deliver and develop the service whilst maintaining the safeguarding of children at the heart of what is achieved.
- Knowledge and experience of managing and supporting staff and their professional and practice development and ability to create a learning environment
- Ability to take lead responsibility for specific service developments
- Ability to develop and maintain effective partnership arrangements both internal and external to the service
- Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability
- Confident in willing to challenge traditional assumptions and provide evidence to support change and drive forward improved ways of working
- Effective written/verbal communication/presentational skills
- IT literate
- Ability to analyse written and statistical data, prepare and present reports
- Able to work flexibly and creatively
- Personal drive and tenacity to motivate, empower and support individuals and teams to achieve change.
- Experience of working positively with staff from other agencies and an understanding of and an ability work with different cultures, expectations and priorities.
- Proven experience of producing high quality written analyses and reports and verbal presentations for senior managers.

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square, and other locations within Camden as specified by the Director of Children's Social Services.

People Management Responsibilities:

Service Managers, Quality Assurance Officers, IRO's, and any other social care professionals based in the Quality Assurance Service.

Direct Management Responsibilities

- QA & Practice Officer x 2 FTE
- Senior Development Officer - Policy x1 FTE
- LADO x 1 FTE

Relationships:

This post will report to the Head of the Quality Assurance & Practice Unit

The post holder will work in collaboration with the service Manager for Quality Assurance Service, CP and LADO, CLA Independent Reviewing Service, CSCP Service Manager and various professionals from CSSW service, including CIN and CYPDS.

The post holder work in collaboration with operational colleagues (Service Managers, Team Manager, Senior practitioners and Social Workers) across the department to ensure that safeguarding practices and quality standards are adhered to and underpinned by continuous improvement

The post holder will line manage two QA and audit officer post holders, one Senior Development Officer – Policy post holder and one Local Authority Designated Officer.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview or

assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,