

Job Profile

Job Title: Quality Assurance and Practice Development Officer
Job Grade: Level 5 Zone 1
Salary Range: £52,282 - £59,895

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. We are currently seeking an experienced Head of Service to help deliver positive outcomes for children and young people.

About the Role:

Managed by the Service Manager for Quality Assurance, you will encourage a learning culture through the demonstration of strong practice, knowledge, championing core social work values and participating as appropriate in practice development initiatives (including for qualified social workers who have specific requirements in relation to their registration with the regulatory body). This will be achieved through your ability to review effectively and consistently, sample and audit social work practice, enabling learning and linking this back into the practice arena. You will complete work that is led by the needs of the Service and directly contributes to achieving and maintaining outstanding levels of social work practice and leadership for Camden children. You will be aware of and will use performance data to enhance understanding of the lived experiences and quality of services provided to Camden's children and their families.

We take pride in getting it right first time and you will receive the training and support you deserve to help you deliver for this already first-rate service from day one. If you have the commitment, drive, and ability to deliver high service standards across the borough, then you are the person we are looking for.

Example outcomes or objectives that this role will deliver:

- To participate in the delivery of the Children's Quality assurance plan contribute to the overall strategic direction of the Children's Service through consistently high standards of quality assurance sampling and audit activity.
- To establish regular dialogue with Children's Service managers to identify emerging practice needs and be response to legislative, regulatory, and organisational changes.
- To maintain a comprehensive awareness of trends and developments in the field and identify and support the continuing development of best practice.
- To promote and support continuous learning across the Service, including the identification and dissemination of good practice from both internal and external sources.
- To develop and deliver high-quality practice feedback for children's social workers and frontline practitioners based on the systemic practice model and children's services priorities and plans.
- To write reports, briefing papers, or similar, and to present them to a variety of audiences including working groups and management
- To contribute to the wider operational and service development taking on additional responsibilities commensurate with the role.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.

- To be involved in the development and delivery of the Assessed and Supported Year in Employment (ASYE) scheme, Step-up Programme, WLA, student placement programmes and a range of post-qualifying awards.
- Responsible for the assessing of the NQSWs Assessed and Supported Year in Employment (ASYE) in collaboration with team managers.
- To be responsible in recording, monitoring, and responding to complaints.

About you

Qualifications:

- Fully qualified, accredited social work professional status (CQSW, Dip SW, CSS or PQCSS), and substantial and broad experience of Children's Social Care both at a practitioner and manager level and have a 5 years' experience in managing others' performance and practice development.

Technical Knowledge and Experience:

- Excellent analytical and written communication skills
- Excellent auditing and quality assurance skills, with experience of coming up with rigorous audit findings
- Experience of operational management of social work teams
- Ability to anticipate, analyse and interpret relevant policy changes, assess the impact, and advise and lead on the implementation changes to practice.
- Ability to work in a flexible manner and adapt knowledge and skills to meet changing requirements.
- Ability to work effectively under pressure, to manage conflicting demands and excellent time management skills.
- Strong oral communication and presentation skills.
- Ability to offer appropriate, constructive, and effective challenge to improve outcomes for children.
- Ability to scrutinise and review policy and practice to ensure continuous improvements.
- Excellent IT skills including Excel and database management
- Knowledge of national initiatives that impact on performance management
- An understanding of the principles of continuous improvement and how these might be applied within the context of the Children's Services
- High level of skills in both written and oral communications including the ability to present complex information to a range of audiences with different levels of understanding.
- Able to plan and deliver work to an agreed timescale
- Good overview knowledge of the legislative and policy framework relating to Children's Services (children social care, education and SEND).
- Good overview knowledge of the functions delivered by local authorities for children.
- Good overview knowledge of inspection and audit arrangements relevant to Children's services
- Experience of working directly with performance or quality management frameworks.
- Proven experience of producing high quality written analyses and reports and verbal presentations for senior managers.

People Management Responsibilities:

None

Direct Reports:

There are no direct reports.

Relationships:

- You will report into the Q A & LADO Service manager.
- Though you will not directly manage any members of staff, you will have to work in collaboration with and carry supervision of operational colleagues' social work practice across the department to ensure that safeguarding practices and quality standards are adhered to and underpinned by continuous improvement.

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 Childrens Social Services.

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,