



Job Profile

JOB TITLE:	Team Leader (Quality Assurance)
GRADE:	POA
POST NO:	17304
JOB TIER:	6
DBS CHECK:	Enhanced
DIRECTORATE:	Provider & Commissioned Care
DEPARTMENT:	Direct Care

REPORTING STRUCTURE

Reports to:	Service Manager
Direct Reports:	6 FTE
Indirect Reports:	N/A

ROLE PURPOSE:

Management of the Quality Assurance Team, ensuring agreed team plans and performance targets are delivered and that a culture of continuous service improvement and putting our residents first is maintained.

Partnership working with internal and external partners to ensure effective implementation of the Council's Care Governance Framework and effective quality assurance, review and monitoring of care service provision in the borough.

Provide professional consultation internally to the Care Governance Board and Social Care Teams and externally to the Care Quality Commission, OFSTED & Care Provider Services, identifying and resolving concerns about quality, practice and procedure.

Communicate effectively in highly charged, complex or challenging circumstances in ways that manage risk and support professional decisions

Provide leadership to other agencies and non social work professionals

Anticipate and positively manage change in the care service provider environment drawing on practice information and data.

To encourage and support provider self evaluation against sets of Quality Standards and educate them where development is needed

A. Job Description

1. People Management

- To be responsible for the selection, development and performance of the Quality Assurance Team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To supervise Quality Assurance Officers, Quality Monitoring Officers & Provider Support Officer, including the PADA process.
- Improve and maintain good practice standards in assessment, safeguarding and care planning - particularly in context of the interface between Social Care and Care Service Providers - ensuring those standards comply with procedures, agreed targets and timescales and are maintained throughout the organisation providing guidance and challenge supported by experience, knowledge and authority.

2. Customer Management

- Effectively manage the relationship with external and internal Care Service Providers, colleagues and partner agencies.
- Chair/manage the Council's Provider Forum.
- Leading on all relevant forums across Adult & Children's services

- Develop and maintain partnership working with the Care Quality Commission and OFSTED

3. Operational Service Delivery

- Implement the Council's Care Governance Framework.
- Manage the information flow to the Provider Risk Panel and facilitate robust decision making.
- Manage the effective responsive of the Quality Assurance Team to the actions/decisions of the Care Governance Board.
- Make sound judgements in acute situations or in the absence of incomplete information taking a lead on key planning and decision-making as necessary.
- Review the quality and content of information systems and records to support good practice, identify emerging trends and patterns and maintain a focus on positive outcomes and value for money for Adults & Children in receipt of care services and their families.
- Provide expertise and extensive knowledge of local care service provision in respect of setting and reviewing protocols for measuring and monitoring the quality of accommodation and care service provision where Children, Young People and Adults are placed from LBH.
- Take a lead in raising standards particularly where there are performance issues, acting as an internal and external resource to develop and educate practice.
- Develop and manage complex professional networks across a range of sectors and professions in relation to care provider services influencing and negotiating community and service development with organisations and commissioners.
- Contribute to liaison across agencies as a senior level and promote a collaborative culture of partnership working.
- Maintain full, accurate and up to date records, and in accordance with departmental procedures, ensuring Quality Assurance & Monitoring requirements are met.
- Attend Safeguarding Strategy Meetings, Case Conferences and Safeguarding Reviews as required and undertake any subsequent Quality Assurance actions as required.

- Initiate, plan and deliver the organisations response to emerging professional issues and take the lead in formulate policy change and changes to practice, cascading the changes to relevant staff groups.
- Work collaboratively with colleagues in operational teams, Social Work professionals and those working in the Business & Market Management Service area, particularly Supplier Relationship, Brokerage and Provider Support teams.
- Represent the Service in developing and maintaining good inter-agency practice, promoting and articulating a positive identity for Provider & Commissioned Care and the Council as a whole.
- Collaborate and develop links with colleagues from other statutory and independent agencies to bring current research, practice and development issues back into the organisation, cascading new approaches to practice within the Service.
- Incorporate equal opportunities policy; anti-discriminatory practice and user involvement policies in all areas of work.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.

5. Financial & Resource Management

- Support the Service Manager by ensuring the service is working as effectively as possible and by ensuring any spend can demonstrate value for money.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Continuous Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Primary contact will be with external providers colleagues within the Council, service users/ residents and their families, .
- Any additional role specific regular contacts.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery on the Quality Assurance Team component of the Care Governance Framework.
- Delivery on Care Governance Board action plan.
- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Staff performance & productivity metrics.

B. Person Specification

Team Leader – Quality Assurance Team

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
Social Work, Commissioning and/or Management qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
HCPC Registration	✓	
Enhanced DBS	✓	
Social Care & Commissioning Knowledge		
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Experience of working within the Social Care and Housing sector in one of the following areas: - Supported housing - A private, voluntary or local authority care home or domiciliary care agency - Care management (Social Work) - Monitoring of social care and housing services in a care home/domiciliary care/supported housing setting	✓	
Experience of commissioning in Social Care	✓	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓
Understanding of the operational, statutory and non statutory requirements and strategic objectives affecting the contracting of Social Care and Health provision. This should include a broad understanding of the Health and Social Care Act 2008 and the (Regulated Activities) Regulations 2014, the Care Act 2015, Commissioning for Better Outcomes Framework, the functions of the Care Quality Commission (CQC) and OFSTED.	✓	
Experience of developing and implementing robust monitoring systems for a broad range of service provision.		✓
Knowledge of the Commissioning Circle	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE

"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	