

## **Job Description**

<b>DIRECTORATE:</b>	Social Services & Wellbeing
<b>DEPARTMENT:</b>	Children's Social Care / Training & Staff Development (SCWDP)
<b>POST:</b>	Quality Assurance Officer (Social Care)
<b>GRADE OF POST:</b>	GR12
<b>RESPONSIBLE TO:</b>	Workforce Development Manager (SCWDP) / Principal Training Officer

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### **JOB PURPOSE:**

To improve practice through supporting the delivery of the Directorate Quality Assurance Framework to ensure effective outcomes for individuals, families and carers.

To quality assure social care practice and service delivery identifying best practice and areas for improvements.

To support the transfer of learning from quality assurance activities into practice and service delivery.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- To oversee the delivery of the Directorate Quality Assurance Framework, undertake periodic review and on-going development to ensure fitness for purpose.
- To support the development and implementation of quality assurance systems and monitoring tools and work closely with WCCIS and business support colleagues to ensure connectivity with Local Authority electronic recording systems
- To undertake audits, analyse findings, prepare and deliver reports/presentations to staff across the Directorate.
- To promote and support a culture and practice of continuous quality assurance, ensuring there is a system and process of learning and review, triangulating information from audits, complaints and compliments, engagement and participation activities and external reviews.
- To work closely with managers in embedding quality assurance processes, including audit activity across Adults & Children's Social Care.
- Work with managers to disseminate good practice across the Directorate.

- Make recommendations for improvements in practice and work with teams to support their implementation.
- Develop and review of relevant policies, procedures and practice standards to support good practice across services.
- To work closely with the Social Care Workforce Development Team to ensure that findings from quality assurance activity is reflected in appropriate training for staff and informs workforce development/training plans.
- Work collaboratively with statutory partners and commissioned providers regarding quality and performance activity. Represent the Directorate as necessary at relevant local, regional and national fora.
- To provide resilience around the managements of statutory social services complaints, working closely with the Complaints Officer including dealing with complainants in the absence of the Complaints Officer.
- Support the embedding of quality assurance as an essential element of strength based practice.
- Undertake specific project work as may be directed by the Director of Social Services & Wellbeing, Heads of Children and Adults Social Care and the Workforce Development Manager.

## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

**CRIMINAL RECORDS CHECK**

This post requires a criminal records check through the Disclosure & Barring Service (DBS)

**Person Specification**  
**Quality Assurance Officer (Social Care)**

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (√).

Attributes	Requirements	Essential	Method of Evaluation / Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• A relevant social work qualification.</li> <li>• Registration as a social worker with Social Care Wales.</li> <li>• Relevant post qualifying education and learning.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	<p>Production of original Qualification Certificates and application form.</p>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of five years post qualifying experience working as a social worker within a statutory social care setting.</li> <li>• A detailed understanding of Welsh Government legislation, guidance and policy relating to social work and social care.</li> <li>• Up to date knowledge of good practice and or evidence based research findings in working with children and adults who have care and support needs.</li> <li>• Experience in working in a supervisory, mentoring or consultative capacity with other workers.</li> <li>• Familiarity with administrative processes and systems.</li> <li>• Practical application of the use of IT and electronic communications, including the use of Microsoft Office, and on-line communication platforms (e.g. Teams)</li> <li>• Involvement in strategic development activity.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	<p>Interview, application form and selection process.</p>

Attributes	Requirements	Essential	Method of Evaluation / Testing
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to analyse data and information</li> <li>• Highly skilled expert social work practitioner able to evaluate and advise on standards of practice.</li> <li>• Ability to write accurate and precise reports.</li> <li>• Ability to present information in a variety of formats.</li> <li>• Ability to communicate at all levels, negotiate, mediate and build effective relationships with a wide variety of stakeholders.</li> <li>• Ability to assess work priorities and work within agreed deadlines.</li> <li>• Ability to think conceptually and systemically to develop strategic responses and solve problems, focusing on delivering outcomes.</li> <li>• Ability to work to tight timescales.</li> <li>• The ability to communicate through the medium of Welsh.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	<p>Interview, application form, and selection process.</p>