**Lancashire County Council**

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| **Job description for the post of: Residential Services Quality Assurance Officer** | | | | | | | | | | | |
| **Directorate: Children and Young People** | | | | | **Location:** | | Countywide | | | | |
| **Establishment or team:** | | | Safeguarding, Inspection & Audit | | | | | | **Post number:** | |  |
| **Grade:** | TBC | | **Line manager:** | TBC | | | | | **Car user:** | | Yes |
| **Staff**  **responsibility: None** | | | **Number of staff**  **directly supervised: None** | | | **Which business plan covers this post?** Children's & Young People's Plan, Directorate Service Plan and Safeguarding, Inspection & Audit Service Plan | | | | | |
| **The purpose of this job is to**:  To undertake monthly visits to Children's Homes operated by LCC Residential Service and provide a report setting out an analysis of the effectiveness of safeguarding arrangements at the Home and the quality of care provided, in line with the provisions of Regulation 44 of the Children's Homes Regulations 2015.  To undertake targeted quality assurance activity related to the delivery of residential care in LCC Children's Homes.  To provide evidence based feedback and analysis from Reg 44 and QA activity to Senior Managers and leaders within the Residential Service to support the development of excellent practice.  **Accountabilities/Responsibilities:**   * Promote equality and diversity to make sure that all children, young people and families are treated with dignity and respect when receiving children's services. * Support and sustain a customer service culture and demonstrate personal accountability for performance and excellence in service delivery. * Driving improvement and development of Lancashire residential care services for children * Engage positively with stakeholders, including employees, partners (particularly Childrens Social Care) and children, young people and their parents and carers, ensuring that they are kept well informed, actively listened to and involved in continuous and future service development and review. * Identify ways to improve practice, operations, performance, and efficiency by engaging with stakeholders, relying on relevant research, and driving change required. * Ensure that the residential service operates in line with Children's Homes Regulations, Quality Standards, and Lancashire internal procedures.   **Specific Post Responsibilities:**   * To ensure that Local Authority residential provision is compliant with relevant legislation and Quality Standards, and to make specific recommendations within Reg 44 reports to support this outcome * To work constructively with Residential Senior Managers, offering a critical perspective of the quality and effectiveness of local authority residential provision, providing appropriate challenge to achieve improved outcomes for children and young people. * Monitor and quality assure the performance of the local authority provision, promoting good practice and identifying any areas of poor practice. This includes identifying patterns of concern emerging not just around individual children but also more generally in relation to the collective experience of Children Looked After within our residential homes. * To maintain and promote a high level of participation/involvement of children, parents and carer’s within residential quality assurance activity. * To undertake a range of audit activities as part of quality assurance role to identify good and improve poor practice * Demonstrate and apply a high level of expertise and knowledge of the legal framework, Quality Standards, and current research. * To support the development of policy and practice within our residential homes that provides for the best possible quality of care and safeguarding.   Additional Skills -   * **Communication Skills:** Excellent report writing, communication and interpersonal skills to engage effectively with stakeholders. * **Analytical Skills:** Strong analytical skills to identify areas for improvement and implement effective solutions. * **Organisational Skills:** Exceptional organizational skills to manage multiple responsibilities and priorities, working within statutory and organisational timescales and priorities | | | | | | | | | | | |
| **Prepared by:** | |  | | | | | | **Date:** | |  | |

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

**Person Specification**

**Residential Services Quality Assurance Officer**

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| **Requirements** | **Essential (E)**  **or**  **Desirable (D)** | **To be identified by: application form (AF),**  **interview (I),**  **test (T), or**  **other (give details)** |
| **Qualifications:**  Level 5 qualification e.g. Qualified Social worker or equivalent Children's Home Registered Manager qualification | E | AF |
| **Experience:** |  |  |
| * Significant experience of working with children, young people and families in the context of residential care | E | AF, I |
| * Experience of delivering / managing high quality residential care to children and young people * Experience of audit / assurance of care delivery and/or care plans for looked after children | D  E | AF, I  AF,I |
| **Knowledge and skills:** |  |  |
| * Detailed and applied knowledge of Children's Home Regulations (2015) and the associated Quality Standards * Detailed and applied knowledge of relevant care planning legislation and guidance related to looked after children and residential care delivery | E  E | AF,I |
| * Detailed understanding of the range of safeguarding responsibilities related to children and young people in residential care | E | AF, I |
| * Excellent report writing and communication skills to deliver quality assurance feedback and reports | E | AF, I |
| * Ability to engage children, young people, families and wider stakeholders across the system to inform assurance activity | E | AF, I |
| * Ability to work to deadlines and meet set targets | E | AF, I |
| * Strong IT skills and the ability to record effectively | E | AF, I |
| * The ability to analyse the quality of residential care delivery, with regard to the experiences, safety, and outcomes for children, and produce appropriate actions and recommendations to drive improved quality | E | AF, I |
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| **Other:**   * Commitment to equality and diversity * Commitment to health and safety * Display the LCC values and behaviours at all times and actively promote them in others   This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive | E  E  E  E | AF, I  AF, I  AF, I  AF,I |