POST TITLE	**QUALITY ASSURANCE OFFICER**
DIRECTORATE	**CHILDREN, EDUCATION AND JUSTICE SERVICES**
SERVICE	**PERFORMANCE , QUALITY AND IMPROVEMENT**
RESPONSIBLE TO	**TEAM LEADER**
NUMBER OF POST HOLDERS	
ACTING UP/ SECONDMENT	**N/A**

In Edinburgh we are committed to ensuring that services meet high standards of quality, and that staff are equipped with the necessary skills and knowledge to deliver effective support.

PURPOSE OF JOB

The Social Work Quality Assurance Officer will ensure that the highest quality of practice is provided and maintained, and appropriate services are delivered to meet children, young people and adults needs within the Council's statutory obligations, policies, and procedures which includes delegated social work functions within the health and social care partnership. The post holder will be responsible for ensuring the quality and effectiveness of social work practices and services. This role involves monitoring compliance with regulatory standards, evaluating the effectiveness of interventions, and implementing quality improvement initiatives.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To lead, develop and champion evidence based, high quality practice delivered in each team and across the service area supporting relational, rights based and participatory practice.
- Raise local standards of practice through the identification, sharing and embedding of knowledge, skills and experience.
- Develop, implement, and maintain a quality assurance framework for social work practices and services in line with care inspectorate quality frameworks
- Ensure compliance with relevant legislation, guidelines, and organisational policies
- Conduct and support regular audits and evaluations of social work cases, practices, and interventions to assess quality and effectiveness.
- Support action plans, utilise data and feedback to identify trends, areas for improvement, and best practices.
- Collaborate with stakeholders to develop and review policies and procedures related to social work practice and quality assurance.
- Ensure that policies reflect current legislation, best practices, and organisational goals.
- Provide support to social work staff on self- evaluation, multi-agency audit, quality assurance processes, best practices, and SSSC, care inspectorate , mental welfare commission and other regulatory compliance requirements.
- Foster a culture of continuous improvement and professional development within the social work teams.
- Collect, analyse, and interpret data related to social work practice and outcomes.
- Prepare reports and presentations for managers, highlighting findings, trends, and recommendations for improvement and action plans.
- Work closely with social work teams and external partners to promote a shared understanding of quality standards and expectations.

- Engage with service users and community stakeholders to gather feedback and enhance service delivery.
- Identify and assess risks related to social work practices and service delivery.
- Develop and implement strategies to mitigate identified risks and improve overall service quality.
- Stay informed about changes in legislation, regulations, and best practices in social work and quality assurance.
- Ensure the organisation remains compliant with national and local standards and guidelines
- Evaluation of practice delivery and integrate learning to achieve outcomes
- Champion and model reflective and restorative practice within debriefs, team development sessions and group supervision.
- To use, reference and actively support others with the 'Getting It Right for Every Child' framework and The Promise in the process of supporting children, young people, and families.
- To use and reference strengths-based practice, GIRFE 'Getting it right for everyone' and self-directed support.
- To promote early permanence and good transitions
- Take action to escalate a deteriorating child or vulnerable adult situation to management or other involved parties to manage risk and safeguard against further potential harm.
- Build and maintain a detailed working knowledge of relevant legislation, developments in practice theory, research, national and Council policies and objectives. Take a proactive role in disseminating such information in an informative and comprehensive format tailored to audience need.
- Make a significant contribution to evaluating, developing, and maintaining high practice standards and the improvement of service delivery to children, young people, adults.
- Contribute, through the delivery of learning, support, and other measures to individual staff members or on a wider scale, to the acquisition of knowledge, practice competence and professional development of social work staff.
- Support the practice of newly qualified social workers, students, social work assistants
- Support Advance practitioners to Lead and develop learning sets, circles communities of practice.
- Work collaboratively with advanced practitioners and relevant staff to input into social work development and standard-setting forums.
- Represent the team and service area and participate in inter-agency working groups. Represent the Council on national forums and other networks or external bodies where required.
- Take the lead in working collaboratively with other relevant agencies to ensure best outcomes for service users at an individual level and for service provision within the community. Build and maintain a network of agencies and contacts to ensure the desired service provision for children or vulnerable adults and their families.
- Compile and present concise reports about complex information in line with formal responsibilities to meet the requirements of statutory procedures and the courts. Respect the rights and responsibilities of all service users and carers.
- Develop practice guidance, policy and procedure in line with best practice and ensure it is implemented across the service.
- Actively support service development through self-evaluation and continuous improvement.
- Drive professional standards to support the ambition to achieve excellence within internal and external audits.
- manage and co-ordinate identified improvement programmes across social work services resulting from quality assurance reviews, case file audits and external inspections
- manage quality assurance outcomes to contribute to the achievement of the overall aims and objectives for social work services.
- Management of Information systems and Databases for storing audit actions and evaluation materials and evidence submitted as an integral part of the review self-assessment process.

Information, evidence and evaluations are all required to be stored with evaluative comments against the relevant Care Inspectorate evaluation Criteria

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Degree in Social Work or equivalent is essential together with registration with the Scottish Social Services Council as a condition of continued employment.
- Possession of a post social work registration qualification relevant to the specialist service area, e.g. Child Protection or adult protection Certificate; Practice Learning qualification; Mental Health Officer Award; Certificate in Adult Protection, Certificates in coaching, counselling, or other equivalent qualifications. Or be willing to acquire one as part of continuous improvement
- Candidates are required to join the PVG Scheme/ undergo a PVG scheme update prior to a formal offer of employment.
- Able to evidence considerable, varied experience and established competence as a social work practitioner. The post holder would be required to have a minimum of five years of post-qualified experience.
- Ability to assess complex information, contribute to team management decisions, to develop consensus on risk management, and take a lead role in monitoring and reviewing risk.
- An ability to develop, maintain and communicate with a wide range of partners and stakeholders including those where there may be conflicting priorities and values, to promote effective joint working.
- Comprehensive knowledge of relevant legislation, departmental policies, practices and procedures, best practice.
- Advocate for children and parents. Awareness of rights and incorporation of rights into practice approaches and supports practitioners to be effective in this.
- An ability to lead colleagues by supporting, advising coaching, and guiding them to provide excellent quality standards of care and services.
- Ability to support, mentor and facilitate learning and reflection through a range of approaches.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder will be required to plan and control use of their own time and activities within agreed objectives and targets. Timescales will vary and may be both short and long-term with associated impact on the complexity of identifying and quantifying direct post holder's contribution over time.
- Regular adherence to prescribed timescales, requiring the ability to maintain clarity under pressure and to regularly reprioritise workload while maintaining safety.
- Providing support and guidance to staff who may be negatively impacted by trauma work.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- This post holds no line management or supervisory responsibilities; however, it will be involved with practice leadership – coaching, mentoring, advising, and guiding all staff.
- To be involved in the recruitment and selection of staff, induction, and mentoring, identify staff training needs, contributing to training programmes, coaching, and supporting staff development.

RESOURCES

- The post holder will have shared responsibility for the use of an IT system and will be issued with a work laptop and mobile phone with responsibility to ensure they are not lost or damaged.
- The post holder may have to issue amounts of cash to service users and will require to sign receipt of this.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.
All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems, and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Additional information can be found in the Council Health and Safety Policy.