



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS & FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Quality Assurance Manager

**Grade:** MGB

**DEPARTMENT:** Children's, Schools & Families (CSF)

**Section:** Quality Assurance and Practice Development

**Responsible to:** Service Manager Quality Assurance & Practice Development

**Responsible for:** Signs of Safety Practice Lead

**Post number:**

**Date:** March 2016

**Overall Purpose of the Job**

1. To develop, deliver and promote effective and robust quality assurance processes across Children's Social Care to ensure improvements to practice and service delivery and support improved outcomes for children and young people.
2. To be responsible for the leadership, development and implementation of an overarching strategy for the Children's Social Care Quality Assurance Framework which is efficient in its use of resources and accords with published policy, legislation and procedure
3. To support the Service Manager for QA&PD and work with senior managers in leading on the identification of areas of quality assurance activity within Children's Social Care, to ensure that quantitative and qualitative analysis of service provision assists service improvement.

5. 4. To support individual and organisational learning from quality assurance activity, evaluate the impact on practice and lead the development of practice initiatives to support continuous improvement. To support the involvement of service users in Merton's quality assurance processes

### ***Main Duties and Responsibilities***

- To take lead responsibility for the collection, analysis and interpretation of all audit and quality assurance management information and its publication/dissemination to relevant audiences.
- To take the lead responsibility for ensuring that the monthly Case Audit by Managers is carried out and that the information gathered is analysed, collated and published as appropriate.
- To support the Service Manager QA&PD in scrutinising management information and identify, in conjunction with senior managers, areas of shortfall and excellence in service delivery and professional practice, and to take the lead in disseminating key findings from audit and identifying any necessary changes in policy and practice.
- To support an understanding of the impact of Merton's learning and improvement work through the involvement of service users, including carers and minority ethnic groups, in feedback and audit processes, ensuring that families are able to participate in the development and review of practice and quality assurance.

To support managers to fully disseminate audit findings within the staff group in the Children's Division through presentations and undertaking practice development.

- To act as an expert adviser and lead on improvement activity, supporting operational managers and practitioners in identifying and learning from areas of good practice and offering targeted support where practice requires improvement
- To undertake and supporting learning from complex case reviews
- To supervise the Practice Lead for Signs of Safety and support the evaluation of the impact on practice of Signs of Safety and systemic practice across the organisation

All Social Work staff are required to adhere to the appropriate professional standards, including those framed by the PCF (owned by The College of Social Work) and the HCPC professional standards for social workers

**The duties and responsibilities outlined in this job description (for all grades) are indicative of the role(s); however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.**



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**CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT**

**PERSON SPECIFICATION**

**POST TITLE: Quality Assurance Manager**

**Grade: MGB**

**Date: March 2016**

***Qualifications & Knowledge***

- a. Social Work Qualification (Masters in Social Work or Social Work BA/BSc, Diploma in Social Work, CQSW)
- b. Registered as a social worker with the Health and Care Professions Council Standards (HCPC)
- c.

	Application Form	Interview
Social Work Qualification; Degree; recognised training/qualification in audit work; training/qualification in management.	<b>X</b>	
Must be HCPC registered.		
Management experience of work with children and families or policy development, gained in a Social Services context.	<b>X</b>	<b>X</b>
Understanding of the internal and external drivers which influence and dictate service provision in the local government setting.	<b>X</b>	<b>X</b>
Experience of quality assurance audit processes and their application within a service focussed environment	<b>X</b>	<b>X</b>
Experience and skill in audit design to include some or all of; Data collection by means of file review, review of management information; user survey; focus groups.	<b>X</b>	<b>X</b>
Experience and skill in quantitative analysis and qualitative analysis	<b>X</b>	<b>X</b>
Ability to relate and communicate effectively verbally and in writing, with a wide range of audiences including service users, professional staff and senior managers in various agencies.	<b>X</b>	<b>X</b>
Ability and skill to act as change agent, driving forward changes indicated as necessary by the audit/Quality Assurance process.	<b>X</b>	<b>X</b>
Experience and competence in word processing, spreadsheet use,		

database management and presentation software.	<b>X</b>	
Experience of managing complex case work using analytical, skills forming advice and decisions based on sound theoretical frameworks	<b>x</b>	<b>x</b>
Ability to communicate within a multi agency setting and leading complex safeguarding matters with clarity and sound decision making	<b>x</b>	<b>x</b>
Ability to work creatively, on own initiative.	<b>X</b>	<b>X</b>
Experience and understanding of diversity issues and impact on total quality of services.	<b>X</b>	<b>X</b>