



Job Description
Quality Assurance and Improvement Officer

Job Details	
Grade	D
Number of Posts	2
Department	Quality Assurance
Reporting to	Quality Assurance and Policy Lead with matrix oversight (analytical) from the Research and Quality Assurance Specialist.

Who Are We?
We are Birmingham Children's Trust. 'Working Together to make Birmingham the greatest city to grow up in.' The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services. Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives. Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation. Our Vision: Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families. We will do this: • with compassion and with care. • through positive relationships, building on strengths. • in collaboration with children, young people, families and partners. • by listening, involving and including. • in ways that are efficient and deliver value for money. Success will mean significant progress towards these outcomes: • healthy, happy, resilient children living in families.



- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Key Responsibilities

Delivering a range of PQA (Performance and Quality Assurance) activities, comprising practice evaluations and moderation, deep dives, thematic and partnership audits, rapid and practice reviews, staff training, closing the loop (CTL) activities, children and families' feedback, and peer reviews.

- Identifying, monitoring, and supporting continual practice and performance improvement, to ensure fantastic outcomes for children and families. Ensuring high quality and effective social work and social care practice across the Trust.
- Supporting services areas across the Trust to develop their audit and quality assurance practice. Working alongside practitioners and leaders to model best practice and connections count.
- Acting as a first point of specialist QA advice and support to a distinct core area of service. Encouraging and supporting staff in their development and training to improve practice.
- Monitoring practice and quality related issues, analysing local and national trends and identifying the implications of these in relation to future needs.
- Providing respectful professional feedback to practitioners, managers, and leaders to drive practice improvement across the Trust.
- Ensuring consistent practice evaluation judgements and feedback that reflect the views of children and families and give a comprehensive picture of the quality of practice.
- Ensuring continual improvement plans arising from PQA activities, inspections, visits and intelligence are tracked and demonstrate evidence of positive outcomes for children and families.
- Collaborating with the Learning Academy to influence change and support the delivery of the Trust's Continual Improvement Plan. Attending a variety of meetings (including service PQA meetings) to share findings from PQA activities.



Developing and delivering training on PQA and connections count model to Trust colleagues.
Supporting the Research and QA specialist, to effectively analyse a range of complex information and data to shape improvements in practice and service delivery.
Supporting Ofsted inspection and monitoring visit activities, providing reports and findings on all PQA activities as required.
Collaborating with the PSW and Practice Hub to ensure that learning from PQA activities inform development and changes in policy and procedures.
Driving continual practice improvement to improve outcomes for children and families. Providing informal coaching/ mentoring and reflective sessions to colleagues to improve practice and outcomes for children and families.
Preparing for and actively participate in supervision and annual appraisals, be open to critical reflection and self-learning.
Developing effective working relationships with colleagues across the Trust to actively promote the welfare and safeguarding of children and young people.
Utilising management support and supervision to deal with the mental demands of working with vulnerable children, and families, which can be emotionally challenging.
Participating in performance review and development meeting and undertake a plan of own training where necessary.
Undertaking other duties that are commensurate with post holder's level, wherever they may be, to achieve the objectives of the Trust including providing the same services to other organisations.

Key Information	
Is a Safeguarding Check needed?	Dropdown Options: Enhanced Adults and Children
Will this position have Line Manager Responsibility?	Dropdown Options: No



Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/Q	A Professional Social Work Qualification.
Qualifications	AF	Registration with Social Work England (SWE).
Qualifications	AF/Q	Demonstrate evidence of continuous professional development.
Experience	AF/I	Extensive post-qualifying social work experience in statutory children's services.
Experience	AF/I	Demonstrate experience of supervising other practitioners and/or students in reflecting on quality of practice and improvement.
Experience	AF/I/P/E	Demonstrate experience of undertaking quality assurance activities, including auditing, file review, and performance data analysis.
Experience	I/P/E	Demonstrate understanding of organisational procedures, practice model (connections count), operational service delivery areas, and understanding of related processes.
Experience	P/E	Demonstrate experience in delivering performance reporting, utilising professional curiosity within Children's Social



		Care.
Experience	I	Demonstrate experience of working with senior leadership teams, and leaders to implement effective decision making.
Experience	I	Demonstrate experience of successfully managing numerous stakeholders and of building effective relationships across multiple disciplines.
Skills	AF/P/E	Able to effectively communicate both orally and in writing. Able to deliver presentations/ complex reports to a wide range of audiences both internal and external.
Skills	I	Demonstrate skills in advising, influencing, persuading and negotiating across a wide range of discipline.
Skills	I	Able to speak an appropriate standard of spoken English - Part 7 of the Immigration Act 2016.
Skills	I	Demonstrate ability to manage time effectively, navigate competing demands, and work collaboratively to manage expectations and deadlines.
Skills	I	Able to maintain personal and professional development to meet the changing demands of the job.
Knowledge	AF/I/P	Demonstrate significant knowledge and understanding of relevant legislative, regulatory framework, and Government initiatives relating to children's services.
Knowledge	I	Must be required to have a clear

		understanding and commitment to equality, diversity and inclusion matters and to promote anti-discriminatory practices and behaviours.
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At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

