



## Job Description

### Interim Quality Assurance Manager

Job Details	
<b>Grade</b>	6
<b>Department</b>	Quality Assurance
<b>Reporting to</b>	Head of Performance, Intelligence & Quality Assurance

#### 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 Trusts 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**

Birmingham Children's Trust Leadership team comprises four Executive Directors; Chief Executive, Director of Practice, Director of Commissioning & Corporate Parenting and Director of Finance & Resources who are responsible for leading and managing the Trust to be an autonomous and high performing organisation, ensuring services are aligned to deliver the Trust's strategic objectives, business plan and for providing expert advice to the Board.

As the Interim Manager for Quality Assurance, you will become part of the Practice Hub and you will work closely with front line staff and senior managers across the organisation to deliver the vision of the Trust.

- Provide strong professional role modelling and champion best social work practice across all operational areas of the service, contributing to the continuous improvement of evidence-based practice.
- Lead and complete audit activity of social care practice; providing analysis and recommendations for continuous practice improvement.
- Use practice expertise to teach and mentor social workers, acting as a champion for social work and ensuring that children and their carers are listened to.
- Work in partnership with external agencies and stakeholders to forge strong working relationships to support the continued development and improvement of practice and service delivery.
- To work within and embed our robust Quality Assurance Framework to improve practice standards and disseminate learning, thereby improving outcomes for children, young people and their families.
- Provide expertise in the embedding of our Practice Evaluation Framework including developing systems for service user engagement, feedback, and effective stakeholder participation and involvement.
- Follow through on any issues arising from quality assurance activities ensuring that the relevant senior leaders are informed, lessons are learnt, including lessons from child practice safeguarding reviews, and that these are embedded in practice.
- Work in partnership with service leaders to ensure policy and procedures are up to date and



accessible through the reviewing, monitoring and development of policies and practice guidance
<ul style="list-style-type: none"><li>• Work closely with the Principal Social Worker, Birmingham Children's Trust Academy, HR, the Safeguarding Children Partnership and other colleagues in the Trust to ensure learning is disseminated across the relevant area and good practice is celebrated.</li></ul>
<ul style="list-style-type: none"><li>• To work closely and openly with staff and managers across the organisation to deliver our plans and proposals to continuously improve and promote best social care practice across the Children's Trust.</li></ul>
<ul style="list-style-type: none"><li>• To give and receive constructive professional challenge and to work collaboratively and respectfully with all staff in children's services, to enable service and practice improvement.</li></ul>
<ul style="list-style-type: none"><li>• To support and advise managers in maintaining and developing high standards of practice and supervision, ensuring the service complies with the duties and requirements placed on it by legislation, policy, and guidance relevant to Children's Services.</li></ul>
<ul style="list-style-type: none"><li>• To be a visible and inspiring figure in Children's Services, forging strong, trusting relationships with partners and key stakeholders to deliver on the agreed priorities of the Children's Services.</li></ul>
<ul style="list-style-type: none"><li>• To demonstrate responsibility for values and standards, including relevant National Standards, and work within a clear statement of practice expectations of social workers.</li></ul>
<ul style="list-style-type: none"><li>• To investigate complaints and disciplinary matters in accordance with corporate procedures.</li></ul>
<ul style="list-style-type: none"><li>• Ensure Health and Safety requirements are met in your area of responsibility.</li></ul>
<ul style="list-style-type: none"><li>• To understand the implementation of the practice model in our work with those who receive a service from the Children's Trust.</li></ul>
<ul style="list-style-type: none"><li>• To gather feedback from people who receive a service from the Children's Trust and consider this in audit and improvement activity.</li></ul>
<ul style="list-style-type: none"><li>• To understand and present quality assurance information, including the Practice Evaluation outcomes in a clear and concise way, linking qualitative and quantitative data so area staff and managers can fully understand the "performance story" for their area of responsibility.</li></ul>
<ul style="list-style-type: none"><li>• To work closely with the Head of Service for Quality Assurance and Performance to ensure the Practice Evaluation service offers a robust service, Practice Evaluation tools are developed and thematic evaluations take place across all the services.</li></ul>
<ul style="list-style-type: none"><li>• To co-ordinate and undertake interviews with families to ascertain detailed information about their experience of Birmingham Children's Trust services</li></ul>
<ul style="list-style-type: none"><li>• Ensure lessons are learnt from feedback, incidents, safeguarding concerns, complaints, and quality reviews are implemented throughout the organisation by reviewing policies and how they are internally implemented</li></ul>
<ul style="list-style-type: none"><li>• Project manage the policy review programme to ensure Children Services has a set of operational policies and procedures which are in date, effective and meet legislative and practice requirements.</li></ul>
<ul style="list-style-type: none"><li>• Keeping abreast of legislative changes and practice innovation you will support the implementation of new policies and procedures, including staff and stakeholder engagement,</li></ul>



drafting guidance, presenting policy briefings and communicating updates.

**Key Information**

Is a Safeguarding Check needed?	<ul style="list-style-type: none"> <li>• Yes</li> </ul>
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none"> <li>• Yes</li> </ul>

**Person Specification**

**Essential Criteria**

Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications

<b>CRITERIA</b>	<b>Method of Assessment (M.O.A)</b>	<b>ESSENTIAL</b>
Qualifications	AF/Q	DipSW or equivalent Social Work qualification.
Qualifications	AF/Q	Registration with Social Work England (SWE)
Experience	AF	Demonstrates significant professional social work confidence, underpinned by practice experience and learning.
Experience	AF	Proven track record of successfully managing change and service/practice improvement.
Experience	AF	Experience of delivering services through a regulatory inspection process.
Experience	AF	Experience of providing supervision to students or social workers; creating a positive team environment; supporting performance.
Experience	AF	Experience of building and maintaining effective relationships with colleagues, external agencies, children and



		their families.
Experience	AF	An understanding of the importance of robust financial management
Skill	I	Pro-actively seeks to safeguard children drawing on a wealth of knowledge and sound judgement to protect children from harm and ensuring appropriate and timely action is taken when necessary.
Skill	I	Works collaboratively with colleagues and other agencies to achieve this aim.
Skill	I	Demonstrates effective risk management skill and decision making
Skill	I	In-depth understanding of legislation and critically applies this knowledge to policy development.
Skill	I	Sets clear direction, objectives and responsibilities, assumes accountability and inspires others by acting with integrity.
Skill	I	Builds and motivates teams, creating a positive environment which encourages open discussion and innovation, supports high performance and builds capability
Skill	I	Communicates effectively across a range of contexts including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to the needs of the audience and checking understanding.
Skill	I	Ability to understand and interpret complex written reports and policy documents,



		including the ability to evaluate arguments.
Skill	I	Excellent writing skills and proven ability to research and write accessible clear policy documents, reports and learning materials for a range of audiences
Skill	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016
Other	I	Shows respect for diversity and values individual differences,
Other	I	Treats all people fairly and appropriately regardless of race, religion, belief, gender, age, disability, sexual orientation, appearance or position.
Other	I	Demonstrates an understanding of disadvantages and social deprivation
Other	I	Focuses on results, taking personal responsibility for delivering on performance objectives and delivers a high quality service
Other	I	Promotes change, considering options and taking forward new initiatives.
Other	I	Displays resilience and control in difficult situations, managing pressure well and encouraging others to be adaptable.
Other	I	Implements change projects and operational activities.
Other	I	Experience of developing and implementing appropriate qualitative and quantitative indicators and knowledge of how they can be used to improve performance



Other	I	Successfully builds and maintains effective relationships with colleagues and external agencies, children and their families – demonstrating effective interpersonal skills in dealing with people at all levels and from a range of backgrounds.
-------	---	---

**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.**

