Directorate:	**Adult Social Care and Health**
Unit/Section:	**Strategic Safeguarding, Practice, Policy and Quality Assurance**
Grade:	**KR11**
Responsible to:	**Policy and Quality Assurance Manager**

Purpose of the Job:

Responsible for supporting and co-ordinating the development and implementation of key aspects of policy, procedures and operational practice guidance. Responsible for providing expertise, advice and support to practitioners and managers in order to improve service quality across the Directorate. The post holder will use quality assurance monitoring processes, professional standards and auditing activity to establish and promote an open culture of learning and continuous improvement as part of a reflective approach to practice, raising practice standards (including professional regulation requirements) and improving outcomes for people who draw on support and their carers.

Main duties and responsibilities:

1. Identify changes in policy, procedures, systems and organisations which will improve the overall effectiveness and efficiency of service delivery and to ensure the impact on existing polices and projects is fully taken into account. Review policies, procedures and practice guidance to ensure they are relevant to the Directorate.

2. Communicate relevant information on policy and guidance issues throughout the Directorate as appropriate in a variety of different formats, including both written and oral at a local level as well as to management team level, in order to ensure that staff are well-informed and understand the requirements, whilst promoting a consistent approach.

3. Develop specialist knowledge and expertise and maintain a broad understanding of the Authority's policies, guidance and procedures, as well as knowledge of external influences, such as legislation, Code of Practice and current research, in order to ensure an effective contribution to the development of policy.

4. Lead work on the creation of multi-agency policies with partner agencies e.g. Children services, the Integrated Care Board, NHS Trusts and the police.
5. Establish and maintain a network of internal and external contacts, including links with other authorities, multi-disciplinary project teams, external agencies and regional partners, to share information and good practice, and to facilitate a wider research base.

6. Design Practitioner Guidance, as directed in line with service priorities and business plans.

7. Support with the policy response to complaints and share learning from complaints and the LGSCO related to Policy and Practice guidance throughout the directorate. Respond to Freedom of Information requests as appropriate.

8. Support the development and culture of self and peer audit, and of continuous improvement within the service.

9. Support the effective use and development of quality assurance systems and monitoring methods that enable the continuous improvement of assessment and service provision for people who draw on support and informal carers.

10. Undertake practice audits and analysis of priority areas which are identified through performance monitoring, practice audits and information systems, such as PowerBi, in order to provide advice and support to management and operational teams on matters relating to quality assurance and monitoring arrangements as required.

11. Utilise information from a range of sources, including the quality assurance mechanisms and management information, in order to identify practice trends and anomalies and develop effective plans to address any concerns identified. Deliver presentations and provide facilitation at workshops with key stakeholders, to support the continuous engagement and improvement of practice across the Directorate.

12. Undertake a supervisory role for others in the team if required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification: *Policy and Quality Assurance Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	- Educated to Degree level or equivalent. - Professional qualification i.e. Social Worker, Nurse or Occupational Therapist, and registered with the regulatory body - Clear commitment to further personal and professional development
EXPERIENCE	- Professional Practice - operational experience of working with people with care and support needs and their carers. - Setting standards and undertaking monitoring of quality. - Participation in quality assurance initiatives and improvement programmes. - The ability to review and scrutinise data to understand the meaning and implications for practice. - The development and delivery of presentations to diverse audiences. - The development and implementation of accessible materials for learning, coaching and mentoring purposes. - The creation of accessible ways of working that effectively engage and involve people and informal carers. - Demonstrate an understanding of the safe working practices that apply to this role.
SKILLS AND ABILITIES	- Communication - Ability to collate, analyse, write, and present complex reports and information about performance and quality of practice to diverse audiences and deliver the same information verbally in a confident manner. - Ability to demonstrate interpersonal skills in groups, teams and one to one situations. - Ability to collaborate with other agencies and multidisciplinary/functional teams. - Ability to create accessible ways of working that effectively engage and involve people and carers. - Ability to challenge others in a constructive manner. - Ability to prioritise issues and to make informed decisions that if challenged can be substantiated. - Ability to exercise sensitivity and clear judgement over organisational practice and issues raised by people and carers to arrive at a balanced view.
KNOWLEDGE	- Knowledge of Legislation, government policy and practice guidance - In-depth knowledge of all applicable legislation, government policies and guidance for delivering adult

	social care services for safeguarding adults at risk and their carers; understanding the factors which lead to positive outcomes for people. • In-depth knowledge and commitment to issues of equality, diversity, and anti-discriminatory practice. • The use of quality monitoring processes, professional standards and audit to establish a culture of continuous improvement.
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave**. We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making