Role Profile

Part A - Grade & Structure Information

Job Family Code	**7BF**	**Role Title**	**Quality Assurance Officer**
Grade	PS7	**Reports to (role title)**	**Area Quality Assurance Manager**
		Directorate	**Adult Social Care**
JE Band	228-268	**Service**	**Adults Commissioning**
		Team	**Quality Assurance**
		Date Role Profile was created	**Jul-21**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Work with the Area Quality Assurance Manager to evaluate the quality of care services in Surrey and monitor risk. Working with care providers and partners to improve quality and promote and share best practice. The Quality Assurance Team supports Surrey County Council's responsibilities under The Care Act 2014. This includes the duty to support a care market that delivers a wide range of sustainable, high quality care and support services and to promote the wellbeing of the citizens of Surrey. Key outputs of the role are to: - Improve the experience for people that use care services in Surrey, supporting their wellbeing - Work to ensure care and support services in a specified area of Surrey are high quality and safe - Support a multi-agency approach - Support ASC commissioning aims and priorities
Work Context	The role holder will work to the Area Quality Assurance Manager in monitoring the quality of Adult Social Care provision across a geographical patch. Identifying priorities with the Area Quality Assurance Manager, they will undertake visits to care homes and home based care agencies, produce reports of visits and feedback to colleagues. They will gather and coordinate intelligence and information about quality and risk in care services on their patch. They will analyse KPIs and make recommendations for support and intervention based on information received. Close working relationships with internal and external stakeholders such as CCG and CQC colleagues, safeguarding advisors, personal care and support teams and commissioning colleagues will be developed and maintained. The role holder will be required to attend relevant meetings such as under the Provider Support and Intervention Protocol.
Line management responsibility if applicable	No
Budget responsibility if applicable	No
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Knowledge base in relation to social care and health service provisions for adults. • Knowledge of the context in which safeguarding operates within social services and health, including The Care Act 2014. • A clear understanding of the principles that underpin the personalisation agenda. • Ability to analyse information in order to make informed decisions and input to delivering effective reports. • Enhanced DBS required. • Strong customer focus and involvement of people who use services. • Willing and able to work and travel within the County to work with geographically dispersed teams. • Willingness to work flexibly as part of a team. For this role we will accept GCSE or equivalent qualification with appropriate experience and skills. • Awareness of the principles of confidentiality and the importance of complying with confidentiality policies within the service. • Basic understanding of common health conditions, associated impairments and the disabling barriers individuals may experience e.g. Dementia. • A commitment to continuing practice, and personal development and willingness to undertake in- house training and 'or professional qualifications.
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.

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