Role Profile

Part A - Grade & Structure Information

Job Family Code	**11PCS**	**Role Title**	**Area Quality Assurance Manager**
Grade	PS11	**Reports to (role title)**	**Quality Assurance Lead, ASC**
		Directorate / School	**Health, Wellbeing and Adult Social Care**
JE Band	439-518	**Service / Department**	**Adult Social Care/Quality Assurance**
		Date Role Profile was created	**April 2019**

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	Monitor the quality of Adult Social Care provision across the county engaging with and infuencing service providers to improve service delivery and outcomes for vulnerable adults. Undertake quality monitoring visits to care providers to ensure care quality is in line with regulatory requirements and to promote best practice, and produce detailed reports that include recommendations for improvement. Lead in one area of service delivery for the Quality Assurance Team, developing and implementing area specific policies and process, for example in home based care, nursing homes, supported living, or client group based areas. Gather and monitor intelligence on quality concerns in their area, arising from a wide variety of sources, including safeguarding processes, customer feedback, and care management reporting, to inform provider failure processes. Work with care providers to ameliorate risks and support the development of actions plans to improve service delivery. Maintain close working relationships with internal and external stakeholders such as The Care Quality Commission, clinical commissioning groups, safeguarding advisors, and social care locality teams to inform and support improved service delivery.
Work Context	The role holder will be part of a small team monitoring the quality of Adult Social Care provision across the county. Role holders will be required to: • Maintain an overview of an average of 160 services in their area. • Regularly undertake visits at weekends and evenings, where risks are associated with these times.
Line management responsibility if applicable	N/a. However role holders are expected to carry out matrix style management of social care development coordinators who have a quality assurance element to their duties.
Budget responsibility if applicable	Indirect influence over a budget of up to £240 million.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Identify opportunities and risks associated with the service and escalate / report to management. • Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people. Service Development • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. Planning & Organising • Develop and implement plans for their own area and contribute to business and service planning. Finance/Resource Management • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget. Work with others • Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities. People Management • Manage a defined team or area providing clear organisation, direction and development. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. 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: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge. • Deep understanding of relevant legislation and practice standards. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Ability to exercise evaluative judgement appropriately. • Ability to manage budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals. • Competent in a range of IT tools including MS Office and database management systems. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Professional social work or nursing qualification, NVQ level 4 in Health and Social Care or Management Registered Managers Award. • Evidence of continuous training and personal development with a commitment to improving practice standards and personal competencies through professional development. • Extensive knowledge of current best practice in nursing home care service delivery. • An extensive knowledge base in relation to all social care and health service provisions for adults. • Good 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. • Strong customer focus and involvement of people who use services. • Demonstrable experience of quality assuring services in a care setting. • Experience of working as part of a team involved in planning and delivering service improvements within a defined area. • Enhanced DBS required. • 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.
Role Summary	Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.
Reference Number	BM-2019-29

Copyright © 2019 Surrey County Council