



Coventry City Council

## Job Description

<b>Job Title:</b>	Safeguarding Boards' Quality Assurance Manager	<b>Job Number:</b>	Y5315D
<b>Service:</b>	Safeguarding	<b>Grade:</b>	7
<b>Location:</b>	Broadgate House / Friargate		

### Job Purpose:

1. Responsible to the Safeguarding Boards' Business Manager for the overall management of Adults and Children's Safeguarding Boards' multi-agency quality assurance programme.
2. To take an independent role in coordinating the audit activity of each Board, working closely with senior managers across all agencies.
3. Produce and develop performance intelligence to inform and evaluate performance for the Independent Chairs and sub groups of the Boards as required
4. Gather and develop information from quality assurance and audit work undertaken and develop and disseminate this to deliver multi-agency safeguarding quality and service improvements.
5. To support the Chairs of each relevant sub group of the Boards to ensure that evaluation tools are available, assurance is undertaken in a timely manner and that learning is gathered. Advising on priority areas to investigate based on previous experience or learning from other areas.

### Main Duties and Responsibilities:

1. Coordinate the multi-agency assurance processes for each Safeguarding Board, specifically, including:
  - Work with the Chairs of the relevant Board sub groups to develop, coordinate and monitor an assurance plan
  - Work with senior managers in all partner agencies to identify auditors and to ensure the audit process is carried out.
  - Work with the Chairs of sub groups to assist them in utilising information for service and strategic planning purposes.
  - Ensure that the outcomes of evaluation are recorded and reported and that learning identified is communicated across all partners.

2. Improve the understanding of performance indicators and information recorded by all partners and members of the Board so that performance may be triangulated across the systems of various agencies to make it more meaningful.
3. Develop, with specialist input as required, audit tools to ensure that they are effective and that there is consistency in approaches across all agencies. Contribute to the development of single agency audit tools as required to further the consistency of audit across partners.
4. To develop and lead on identified projects and programmes as directed by the Chair of the Board or the Business Manager.
5. Produce clear, reasoned and evidenced reports in respect of quality assurance and audit activity which make clear recommendations for both immediate remedial action, and identify areas of policy and practice development, as necessary.
6. Investigate, alert and advise senior managers, Board chairs and chairs of sub groups of areas of failing or declining performance in a timely manner and as appropriate identify potential factors impacting on performance and propose solutions
7. Prepare and present learning from quality assurance and audit activity as required to relevant professional forums in an effective manner to ensure practice improves as a result of work completed.
8. Develop good working relationships with across partner agencies so that service evaluation is easily identified and completed effectively.
9. Monitor action in respect of audit outcomes, recommendations and learning.
10. Produce reports as required for each Safeguarding Board on assurance activity completed including learning, trends, problem areas, good practice examples and concerns.
11. Contribute to the Annual Report for each Safeguarding Board.
12. Proactively contribute to the ongoing development of service quality, including follow-up with appropriate managers in all partner agencies where poor practice has been identified, including contributing to specific service developments and training needs.
13. Ensure all auditing is carried out within appropriate information governance requirements and ensure security is adhered to at all times. Ensure all auditors are aware of the need for confidentiality and effective information governance when undertaking audits.
14. To represent the Safeguarding Boards and the City Council as required
15. Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare

- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** -

**Responsible to:** Safeguarding Boards Combined Business Manager (People Directorate)

**Date Reviewed:**

**Updated:** September 2020



Coventry City Council

## Person Specification

<b>Job Title:</b>	Quality Assurance Manager	<b>Job Number:</b>	Y5315D
<b>Service:</b>	Safeguarding (multi-agency)	<b>Grade:</b>	7
<b>Location:</b>	Broadgate House / Friargate		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Quality assurance methodologies to ensure quality of service</li><li>• A range of PC software packages and statistical techniques which support the requirements of performance management.</li><li>• Systems and legal frameworks for adults and children's safeguarding</li><li>• Gathering learning to identify areas for improvement</li><li>• Data Protection Act, Human Rights Act, Equal Opportunities and Disability Discrimination legislation.</li><li>• Identifying and using good practice in child and adult settings.</li><li>• Electronic communication systems, databases and IT equipment.</li><li>• A range of styles for using and presenting data in reports, as appropriate to the content of the report and the audience receiving the information.</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to assess complex information from a variety of sources, assess the quality of practice and produce recommendations for change.</li><li>• Ability to collate and analyse information, including the use of relevant electronic databases and systems.</li><li>• Ability to produce clear and well reasoned service improvement and development plans.</li><li>• Ability to present information in group settings, including training sessions for staff and service development proposals to managers.</li><li>• Ability to manage time, including competing priorities and demands, and work within a clear responsibility and accountability framework.</li><li>• Ability to work on own initiative.</li><li>• Ability to work with a wide range of managers at all levels across all partner agencies.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working within children's and/or adults social care legislative framework, or in other public sector service areas directly delivering services (health, police, education etc).</li> <li>• Experience of carrying out quality assurance work and audit by using complex information systems to produce, analyse, and interpret data.</li> <li>• Promoting good practice in the way management information is used.</li> <li>• Experience of working in safeguarding for either adults or children.</li> <li>• Producing high quality well-reasoned reports with clear outcomes and recommendations.</li> <li>• Providing detailed verbal and written feedback, including constructive criticism, to a wide range of individual and group audiences.</li> </ul>
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Professional qualification relating to service delivery to children or adults (social care, health, police, education etc.)</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>

**Date Reviewed:** September 2020