

Context Statement

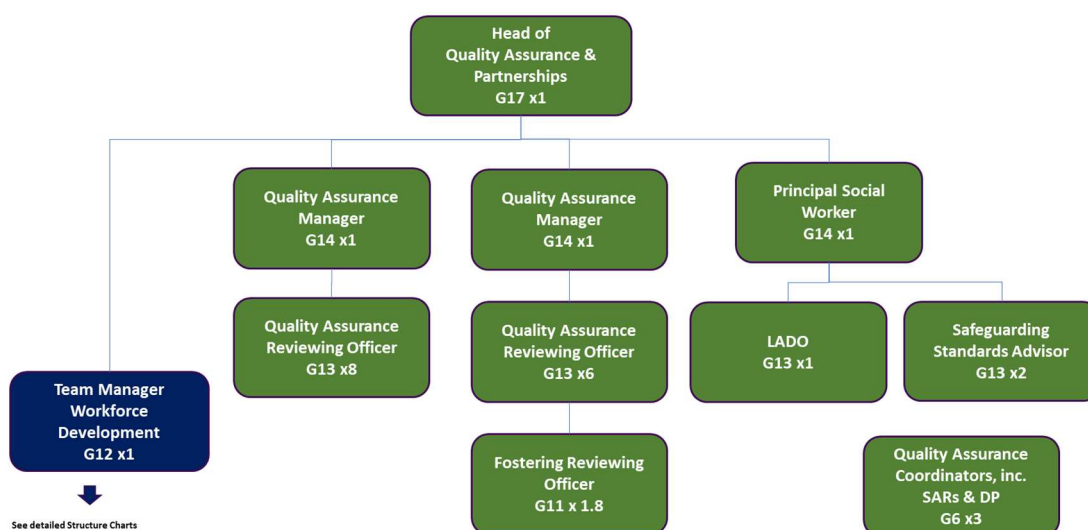
To accompany Job Description and Person Specification

Job title:	Quality Assurance Reviewing Officer
Directorate/service/team:	Quality Assurance
Grade:	13
Location:	County Hall
Reports to:	Quality Assurance Manager

Organisational Structure

- This post sits within the central Quality Assurance and Partnerships service

QUALITY ASSURANCE & PARTNERSHIPS - CENTRAL



All grades are Indicative. Posts on pay scales other than Green Book have been depicted as their pay grade equivalents

Context of the Work

This service will provide a quality assurance and reviewing service across differing levels of need to drive strengths-based practice and culture. Quality Assurance Reviewing Officers ensure that statutory and regulatory safeguarding requirements are met for independent reviewing for children in care, child protection and fostering reviewing functions and go beyond that to journey with the child and family into child in need and care leaver delivery. The service will provide independent, professional support and challenge and be



accountable for service improvement, working alongside services in localities. The service will champion a child's right to family life.

The primary role of a Quality Assurance Reviewing Officer is to ensure that children are central to the assessment of their needs and any plans to support them. They will ensure that the voice of the child or young person is heard, that children are a central focus in decision making and that their rights and responsibilities are being championed.

Quality Assurance Reviewing Officers will organise and facilitate a range of meetings to meet statutory obligations under the Children Act and Working Together, focusing on building relationships; ensuring effective participation and taking a strengths based approach.

Quality Assurance and Reviewing Officers will support and challenge operational practice to ensure outcomes for children are achieved.

Localities

- This post is part of the central quality assurance and partnership team, however there is an expectation that there will be a strong presence in named localities

Required Behaviours

Responsibility: We act with integrity. We are honest and we don't attribute blame when something goes wrong. We are all part of the solution.

We:

- give constructive feedback and seek out feedback on our own performance and behaviours
- deliver what we promise
- are open and transparent
- learn from mistakes
- take ownership
- standby and support difficult decisions

Respect: We are aware of our impact on others. We treat people fairly and have high expectations of ourselves and others, and value differences in approaches and opinions. We instigate and lead through positive behaviour.

We:

- are welcoming and friendly
- adapt our approach to help build good working relationships
- recognise and value the differences between people, placing a positive value on those differences
- manage our reactions professionally and calmly
- keep promises
- demonstrate empathy and recognise alternative perspectives



Recognition: We appreciate and value the contribution of individuals and teams for work well done. We lead by taking time to provide feedback and share lessons learned and achievements to support the organisation's development. We celebrate commitment and success.

We...

- give positive feedback
- acknowledge good behaviour and respectfully challenge poor behaviour
- value every contribution in success
- create a positive team spirit

Collaboration: We work with colleagues, residents and partners to achieve the best possible outcomes. We feel confident to share ideas, we listen and respect other points of view and set this example to each other. We value the power in combining our personal qualities, skills and experience to achieve a shared goal.

We...

- spend time building positive relationships
- are flexible in our attitude and approach
- share information and expertise without being asked to
- invite and support others to try new possibilities
- work through conflict to create conditions for successful working
- work to find the simplest way to do things
- work together, not in competition

Service Information

- The purpose of Quality Assurance is to lead and enable Children's Services to deliver high quality services that make a tangible difference to the children's lives, meet local needs and make the best use of resources.
- The functions of the Quality Assurance Service are to:
 - Put systems in place to ensure that senior leaders and other understand the quality of practice across the directorate
 - Lead workforce and practice development
 - Ensure continuous improvement
 - Ensure that there are robust systems in place for undertaking and reviewing the effectiveness of plans for children including CIN, CP and Care Plans.
 - Ensure appropriate investigations of allegations are undertaken
 - Provide safeguarding advice and support to education settings
 - Coordinate the audit programme
 - Ensure that subject access requests are responded to in a timely and effective manner
 - Ensure children, young people and families are supported and enabled to express their views and take ownership of their plans

Our Mission

Our mission



- Children in Dorset thrive, are happy and are the very best that they can be.
- We inspire and enable children, young people and their families to find solutions that enable them to develop sustainable, safe and secure relationships with each other and within their community.
- We listen and act so that the voices of children and families is at the heart of everything we do.
- We work together to collaboratively shape, support and develop communities

Our vision is that we want to

- Shift our efforts to early help
- Get it right first time
- Work to meet need, rather than manage threshold
- Co-produce services with families

Our values are

- Collaborative – we want to work with citizens and communities, not do things for or to them
- Strength based – we work with people, not problems
- Restorative – we want to stop harm and repair relationships

We want to fundamentally change our model of service delivery to one which has the following design principles

- Our services will be rooted in place and delivered by multi-professional teams
- Our approach to citizens will be strength based and restorative
- We will proactively provide early help, rather than reactively make a late intervention
- We will measure our success on how we have made life better for children and young people
- We will always learn and strive to improve so we can deliver better outcomes for children and young people
- We will be digital by default and deliver services only where we are required by law, and where we can do this more effectively and more efficiently than anyone else

Travel Requirement

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the county council) to be available on most working days to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Other Information

There is a DBS requirement for the post.

The postholder must be a registered social worker.

The post holder will regularly deal with a range of complex and contentious matters requiring a high degree of personal ability to influence and support partners



The post holder will be required to manage multiple and often competing deadlines and to work within frequently changing circumstances and conflicting priorities.

The postholder will be required to analyse, assimilate and use evidence from a wide range of sources including data, intelligence and research.

Context statement prepared by: Claire Shiels

Designation: Acting Corporate Director

Date: 12/12/19

