

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Policy and Assurance Officer	JEID	L0395
Salary Grade:	Grade L (SCP 26-28)		
Team:	Service Development and Assurance (Adults)		
Service Area:	Adult Social Care		
Primary Location:	Saltisford		
Political Restriction	This position is not politically restricted.		
Responsible to:	Planning Performance and Improvement Manager		
Responsible for:	Not applicable		

Role Purpose

To support the Planning Performance and Improvement Manager and Service Manager (Adults) to achieve a high performing Adult Social Care Service. The post takes specific responsibility for the development and assurance of services and social care practice. This is through developing local procedures and guidance; and overseeing the monitoring, reviewing and update of corporate policies, procedures and guidance for staff within Adult Social Care; and operating an effective quality assurance function including case file audit and customer feedback.

To facilitate and deliver a change management approach when required across Adult Social Care which will include the delivery of organisational culture and behaviour change through engagement with individuals and staffing groups.

The post holder will have an influence on how the budgets associated with training, development resources are spent and will manage this in line with directorate guidance.

The post holder will be expected to work independently using their own initiative, be self motivated and able to meet agreed deadlines for producing reports.

Role Responsibilities

Main Responsibilities

1. Develop and modernise services and social care practice in line with national, corporate and directorate drivers.
2. Drive and champion the development of services, to deliver the best quality social care and support services employing a range of strategies to ensure the visibility of Adult Social Care functions and successes.
3. Manage developments in service delivery across Adult Social Care to deliver effective, positive measurable outcomes; meet performance indicators and achieve customer satisfaction.
4. Support the Planning Performance and Improvement Manager and Service Manager to develop and implement strategies, policies, guidance and an effective assurance function in line with best practice models; taking into account the diverse needs and expectations of customers, legislative requirements and the Council's philosophy and vision.
5. Support the Planning Performance and Improvement Manager and Service Manager to influence strategies and support improvements through 'horizon scanning' for developments and changes in national strategy and policy that will impact at a local level.
6. Engage and collaborate with internal, external partners and other support services to develop and implement an effective assurance function, strategies, policies and guidance that provide effective, efficient and timely assessment and care management services to customers and carers whilst delivering best value for money.
7. Undertake project work utilising and analysing a wide range of information to make sound recommendations for service direction and development; ensuring the ongoing successful delivery of services.
8. Ensure that the principles of personalisation are embedded within teams and self-directed assessment and support planning processes are audited to ensure consistency of best quality practice.
9. The post holder will be required to deputise for the Planning Performance and Improvement Manager and Service Manager in his/her absence.
10. The post holder must be able to travel to attend meetings and events locally within and outside of Warwickshire

General responsibilities

1. Work as part of Adult Social Care providing cover and support to operations and team manager colleagues as required across the Directorate.
2. Actively participate in own supervision and performance review, identifying personal development needs both to meet operational and professional need.

3. Such other duties that are within the spirit of the job purpose, the title of the post and its grading.

4. Responsibility for personal or corporate aspects of health and safety as they relate to this post

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

1.Experience of working in Adult Social Care (or equivalent service area).	A,D,I
2.Broad knowledge of relevant legislation and the local and national context including statutory responsibilities with the ability to apply appropriate to service developments.	A,I
3.Experience in managing staff through change processes.	A,I
4.Experience of improving the development and performance of services.	A,I
5.Ability to effectively manage own workload and assist others in delivering outcomes in a challenging environment	A,I
6.Experience of or ability to undertake the necessary training and development in project management; to delivering projects within resources and timescales.	A,I
7.Show high level of interpersonal and negotiation skills with service users, carers, staff, senior managers and external partners	A,I
8.Ability to work autonomously using own initiative with minimal supervision or direction.	A, I
9.Ability to create, maintain and enhance effective working relationships	A,I
10.Able to translate ambiguity and complexity into clear direction	A,I
11.Demonstrate enthusiasm a commitment to the development and delivery of the best quality services.	A,I
12.Experience of producing and implementing policy, guidance and procedures	A,I
13.Implement corporate decisions with energy and enthusiasm	A, I
14 Manage change sensitively and able to motivate self and others in challenging time	A, I
15. Act decisively having assessed risks and potential outcomes	A, I

16. Take personal authority and find ways to empower others	A, I
17. Seek opportunities to listen and reflect, embracing a flexibility of management style	

Desirable Criteria

Assessed By:

A relevant professional qualification (social worker or allied health profession); or equivalent registration and evidence of Continuous Professional Development.	A, D
Experience of managing budgets successfully	I
Recognise and implement joint working methods with operational strategic and partners to deliver services	I
Encourage staff to work collaboratively with internal and external partners.	I
Understanding of the professional agendas relevant to the Adult Social Care and how to apply best practice developments into the services.	I
Ability to reflect on a strategic level in considering the implications for staff and customers with proposed changes to social care practice and development	I
Demonstrate good delegation skills.	I
Experience of direct line management to registered social workers and/or registered health care professionals (or registered student social workers/student health care professionals)	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all

significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	