

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:	Service Assurance and Improvement Officer	JEID	L0800
Salary Grade:	Grade H		
Team:	Service Development and Assurance Team (Adults)		
Service Area:	Social Care and Health Directorate		
Primary Location:	Shire Hall, Market Place, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager, Service Development and Assurance Team		
Responsible for:	N/A		

Role Purpose

To support the team with the delivery of projects or workstreams that will benefit service improvement and quality assurance within Social Care and Support.

Support the team members with various programmes of work including areas such as Co-production project work.

Support the quality assurance work being undertaken including work such as the preparation for CQC assessment visits.

Leading on a range of communication activity including the continuous monitoring and improvement of public-facing information.

Role Responsibilities

Main responsibilities

To support the delivery of service improvement and quality assurance functions across the Social Care and Support.

Responsible for developing and managing processes, maintaining standards which ensure effective implementation of service projects and workstreams. These may include:

- Organising and supporting meetings and events.
- Maintaining documentation, filing structures and version control.
- Keeping up to date progress, risk and issues logs.
- Preparing briefing reports for managers.

Ensure the continuous identification of process and system improvements to help support projects and workstreams to ensure their effectiveness and efficiency.

Support the process of effective communication and routine sharing of best practice across the team and with Social Care and Support.

To assist the team with revisions of internal documents such as guidance and procedures.

To provide administrative support as required to the team; this includes financial administrative tasks as identified.

Ensure that any complex data is accurately and securely maintained and retrieved within the team in a timely manner.

Respond to emails sent to the various team email accounts and dealing with the enquiry as appropriate.

To support with monitoring and audit work.

Main tasks

Co-production and public engagement

Support or participate in activity that requires interaction with the public at in-person events, over the telephone or video call. This could include listening; taking notes of what people are articulating from their own experiences and on occasions offering suggestions of possible options/next steps or discussing in detail with Co-production leads.

To show sensitivity and be responsive to the communication needs of people who may become distressed with their own circumstances or dissatisfaction/frustrations with the services that they are in contact with.

Liaising with the Business Intelligence team to set up requirements for the collection of qualitative information received from the public.

Evaluating, highlighting and disseminating learning from various forms of public feedback received by the team.

Managing the financial process of reimbursing Experts by Experience monies for time spent on various projects.

Monitoring and responding to queries to the Working Together email account.

External Social Care and Support web pages

Reviewing and monitoring feedback about the public adult social care webpages.

Gathering feedback from within Social Care and Support and externally on the quality of our web page information, including facilitating reviews of pages involving staff and Experts by Experience.

Liaising with and instructing the WCC web team to make changes to the webpages, when required.

Adjusting and writing new narrative for web pages and where necessary involving those with the knowledge to support the process.

Research and monitoring the approach of other local authorities to the provision of public information, to help inform WCC's approach.

Quality Assurance

Completing all communications such as emails to enable auditors and moderators to participate in audit work.

Liaising with and making requests to Business Intelligence about changes to selections and about updating the database.

To check accuracy of the audit database, make changes where necessary, and highlight discrepancies.

Monitoring and responding to queries to the Case File Audit email account.

CQC work

Managing the CQC Assurance email account, responding to queries and directing them where necessary for a response.

Contacting people or representatives for those selected by CQC to share information and gaining their consent to speak to CQC.

Organising and attending CQC Programme Board by preparing agendas, completing minutes, ensuring action points are completed in a timely manner.

Maintaining the CQC Assessment intranet pages, adding and reviewing information to ensure that it remains relevant.

Supporting work on the Information Return for CQC including chasing information, requesting evidence, initial quality checking narrative, reformatting, maintaining content pages.

Managing, maintaining and updating the library of information which is required by the CQC as part of the Information Return.

Supporting CQC compliance by completing audit work, sending out communications and implementing continuous improvement initiatives.

Monitoring performance in key areas, tracking actions and highlighting progress.

Creating and maintaining an action plan covering any areas highlighted for improvement by CQC

Updating plans as CQC develops its methodology

Co-ordinating preparation for CQC assessments.

General

Dealing with requests from Carers contracted provider to make change to forms on Mosaic, which requires liaison with ICT.

To travel to attend meetings and events locally within and outside of Warwickshire as required.

To complete any project work or other business that is deemed necessary to fulfil the team plan.

To carry out any additional work as required.

To support the wider team as required.

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:

A degree or equivalent in areas associated in Social Care/Health or a minimum of 3 years' work experience in the Social Care or Health sectors	A, I, D
Knowledge, understanding and experience of working within the Care Act 2014	A, I
Experience of implementing quality assurance measures or testing/auditing. This could include regulatory bodies such as the Care Quality Commission (CQC)	A, I
Experience of working as part of a project group where there is structure, compliance measures and quality assurance	A, I

Ability to independently interpret and analyse information and facts to solve varied problems	A, I, T
Strong organisational skills, working under pressure including meeting unpredictable deadlines and dealing with interruptions, maintaining a high degree of accuracy and attention to detail	A, I
Excellent communication skills both written, verbal and presentation, adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information	A, I, T
Ability to use own initiative to respond independently to difficult problems and unexpected situations	A, I
Ability to build, develop and maintain effective working relationships with internal and external stakeholders and work collaboratively to solve problems	A, I
Experience of engaging with the public including listening, understanding and respecting their lived experiences to support change and deliver service improvement	A, I
Strong administrative skills including arranging meetings, minute taking, maintaining logs, tracking progress, updating information and managing email accounts	A, I, T
Good IT skills, including MS Word, Email, Excel, PowerPoint, Teams and databases	A, I
Ability to travel effectively and efficiently as required	A, I, D
Experience of handling confidential information with a clear understanding of data protection, confidentiality requirements and the importance of discretion	A, I

Desirable Criteria

Assessed By:

Lived experience of dealing with or receiving support from Social Care Services or on someone's behalf as a carer or representative	A, I
Experience of writing and reviewing guidance, policies and procedures. Including proficient scrutinising and proof-reading of documentation and editing skills	A, I
Experience of Co-production and/or public Engagement activity	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 Council's 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):	