

## Quality Assurance Officer

**Department:** Strategic Policy, Planning & Performance

**Division:** Safeguarding Partnership Board

**Reports to:** Safeguarding Partnership Board Manager

**JE Ref:** SPPP1046.2

**Grade:** CS12

**JE Date:** 21/06/2023

### Job purpose

Working directly to the Independent Chair and Board Manager the Quality Assurance Officer will contribute to the practice improvement and the quality assurance agenda within the Safeguarding Partnership Board (SPB) in order to embed practices that lead to high quality outcomes for children, young people, adults and their families.

Lead responsibility for the development and implementation of quality assurance systems and audit processes that report on the quality of outcomes, service provision and care planning for children, young people, adults and their families, in order to enable multi-agency partners to improve the quality of service provided.

Provide expert advice on quality assurance matters to the Independent Chair, Board Manager and the wider partnership that ensures actions and recommendations are addressed and completed in a timely manner.

Lead responsibility for producing quarterly insights and annual quality assurance framework report.

### Job specific outcomes

The post holder will be expected to:

1. Develop and implement the SPB multi-agency Quality Assurance and Performance Management Framework in line with SPB objectives and stakeholder feedback. Monitor changes in relevant legislation, policy, data trends and other national/international developments to ensure the SPB quality assurance systems remain robust and standard compliant.
2. Support the Independent Chair at executive level and Board Manager in ensuring compliance with legislation, guidance, policies, strategies and procedures and identify when action is needed, in order for policy, procedures and safeguarding practice to remain effective.
3. Plan, develop and undertake/oversee quality assurance research and audits to ensure the effectiveness of multi-agency safeguarding practice on the island and agencies can be regularly scrutinised against agreed standards and procedures.
4. Set standards and procedures that encompass reportable routine outcome measures to evidence effective safeguarding practice, goal-based outcomes and wider impact.

5. Produce and present quarterly and annual Quality Assurance reports to the Independent Chair, Senior Board Members, Board Manager and the wider partnership.
6. Ensure that practice improvement, quality assurance activity, actions and recommendations from commissioned reviews are disseminated within SPB sub-groups and other multi-agency partnership improvement boards to enable both internal and wider organisational learning.
7. Coordinate audit activity and monitor quality assurance actions and recommendations to ensure they are being addressed, managed, disseminated and completed to agreed timescales, ensuring continuous improvement is achieved.
8. Be the improvement and quality assurance champion and be recognisable as such by the range of multi-agency professionals.
9. Develop and disseminate practice standards and procedures within the multi-agency partnership, including developing, reviewing and updating procedures, service policies and practice standards to support good practice across the partnership.
10. Collaborate with partner departments including the Law Officers' Department and Law Draftsmen's Office, so that Jersey safeguarding policy and law are appropriate, robust and achieve the intended outcomes.
11. Work alongside other leads (e.g. SPB Multi agency Learning and Development Officers, partner L&D Officers, third and private sector), to support practice change identifying training needs of staff ensuring that learning from quality assurance is reflected in training programmes.
12. Line manage the Performance Analyst and Policy Officer to deliver on time and to quality standards. Conduct training needs analysis and ensure their continuous professional development.
13. Deliver thorough, accurate, objective and professional briefings both oral and written to Ministers, senior officials, Board members and senior stakeholders, enabling them to promote and engage in constructive discussions to progress the safeguarding and government agendas, in order that ministers are able to respond effectively to democratic scrutiny, thereby upholding the reputation of government.
14. Develop and maintain strategic & effective engagement with statutory, voluntary and private sector agencies and the public, in order to raise awareness of safeguarding to ensure that the safeguarding practice across the Island is effective.
15. Ensure a good professional working relationship with key stakeholders (including Ministers, Director Generals, Senior Leaders, Middle Managers and front line practitioners, and) to ensure positive working relationships across the Safeguarding Board's partners and with other interested parties.
16. Manage projects to achieve time and quality standards. Supervise the undertaking of research, including the use of public consultations and external experts by the Policy Officer and Performance Analyst; develop research briefs for data gathering and analysis, altogether enhancing the quality and timeliness of current and longer-term policies, strategies and plans.
17. Deputise as required for the Safeguarding Partnership Board Manager e.g. short term absence, sickness etc.

## GENERAL TERMS

Maintain personal and professional development to meet the changing needs of the role and participate in appropriate training/development activities including the Government of Jersey's performance and review scheme.

Act professionally and as a role model at all times. Lead on tasks when requested by the Safeguarding the Independent Chair and the Partnership Board Manager. Work collaboratively as part of Team Jersey on all safeguarding policy and performance matters, contributing to a learning culture focused upon improvement and high performance. Work in a joined-up way with other partner agencies to deliver the vision of One island, one community, one government, one future. Act as a safeguarding ambassador for the Safeguarding Partnership Board and the Island.

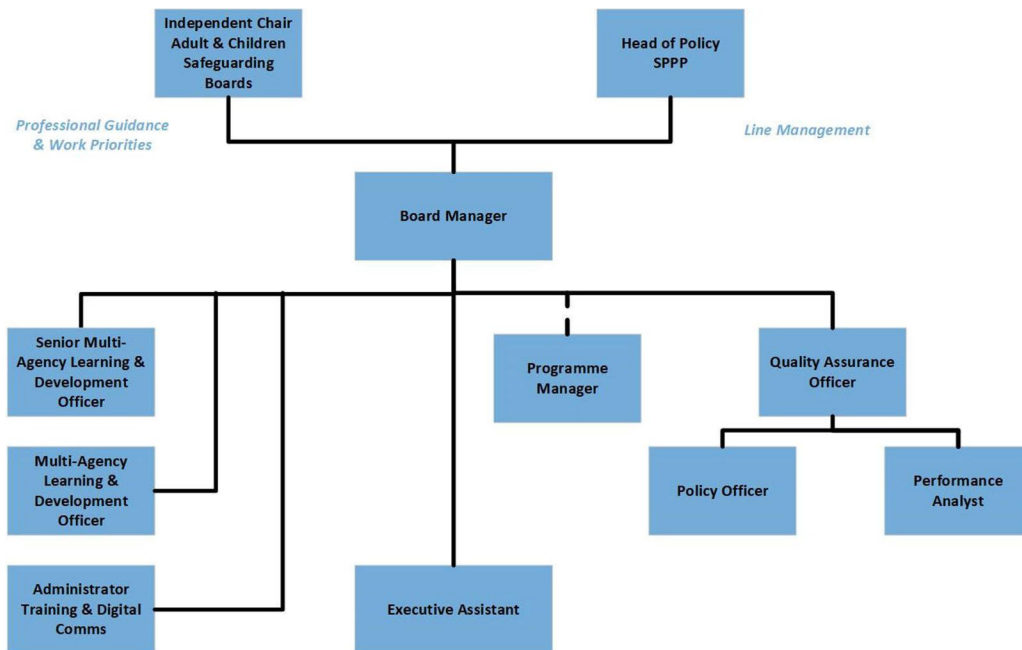
### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time. Ensure that all duties and responsibilities are discharged in accordance with the Government of Jersey's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with Government of Jersey's equal opportunities and diversity policies ensuring anti-discriminatory practice with the service area

**Organisational structure**



### Safeguarding Partnership Board



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant degree or equivalent experience (e.g., in safeguarding, health and/or a related policy subject area, strategy, planning, public policy or public administration)</p> <p>A professional qualification as relevant e.g., for planning posts</p> <p>Leadership and Management qualification</p>	<p>Project/Change management qualification</p> <p>Qualified Care Professional such as a Social Worker, Nurse, Police, Allied Health Professional or relevant qualification</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g., the understanding of a defined system, practice, method or procedure).</i></p>	<p>In depth knowledge of safeguarding quality assurance systems and related project/change management</p> <p>Knowledge of policy and context in areas around the safeguarding of children and adults. An awareness of current developments in these areas worldwide, but in particular developments in the UK and EU</p> <p>Knowledge of performance assessments frameworks, key performance indicators and their relationship with improving outcomes</p> <p>Awareness of the challenges, including those relating to safeguarding that face Jersey as well as broader economic, social and environmental issues and</p>	<p>Working knowledge of corporate policies such as Data Protection, Freedom of Information, and Financial Directions</p> <p>Knowledge of relevant Law, Regulations, Directives and Global Multi-lateral Agreements.</p>

	<p>the interaction between different policy areas</p> <p>Awareness and understanding of both Child and Adult Legislation in Jersey</p> <p>Knowledge/experience of the safeguarding process of children and/or adults</p> <p>Understanding of the legislative, strategic and political frameworks of the Government of Jersey and an ability to operate within them</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Good policy development and strategic reasoning skills with evidence of working at pace in a multi-agency environment</p> <p>Ability to plan, programme, deliver and monitor projects and programme of work, in line with agreed timescales and outputs</p> <p>Experience of using spreadsheets, databases and presentation software</p> <p>Ability to use IT to develop quality assurance processes, collate data and write analytical reports</p> <p>Political awareness, understanding of the political process</p> <p>Analytical reasoning applied to complex policy, organisational or governance problems</p> <p>Performance reporting, underpinned by theoretical and evidence-based</p>	<p>Experience of producing reports, policies, strategies and information in accessible format</p>

	<p>knowledge and understanding.</p> <p>Clear verbal and written skills, including an ability to analyse complex audit finding and prepare/present reports for the SPB</p> <p>Ability to recognise, share and promote good practice</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>IT skills, particularly with Microsoft Office applications</p> <p>Highly organised; able to deal with multiple competing priorities and a high workload, working at pace in a complex multi-stakeholder environment</p> <p>Confidence to initiate actions and fully participate in decision making</p> <p>Ability to work independently with minimal supervision</p> <p>Excellent written and oral communication skills including presentation skills, reports and business plans</p> <p>Personal resilience to deal with challenging situations</p> <p>Ability to lead, motivate and develop effective partnerships with colleagues and other professionals, leading to collaborative working relationships</p>	<p>Willingness to work flexibly, outside of contracted hours subject to notice</p> <p>Skills and knowledge of Power Bi</p>

	<p>Ability to handle confidential and sensitive information appropriately</p> <p>Evidence of actively pursuing continued professional development</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of undertaking audit, research and project management</p> <p>Demonstrable experience of evaluating practice quality leading to timely, sustainable and measurable improvements</p> <p>Experience of successfully managing specific areas of policy/strategy and/or planning, including engagement with a range of stakeholders</p> <p>Experience of working effectively in a team</p> <p>Experience of statistical analysis, policy/strategy writing, completion of audit activities and quality assurance</p> <p>Experience in facilitation and coordination work in a multi-agency environment</p> <p>Ability to promote individual and group learning</p> <p>Ability to give constructive feedback, challenge appropriately and identify areas for development in others</p>	<p>Experience of change management</p> <p>Experience of presenting reports/data to groups of managers, staff and multi-agency professionals</p> <p>Management experience</p>



## Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

**The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.**