

Role Profile

Part A - Grade & Structure Information

Job Family Code	11SW	Role Title	Practice Auditor
Grade	PS11SC	Reports to (role title)	Audit and Review Coordinator
		Directorate	Children, Families, Learning and Communities
JE Band	439-518	Service	Quality & Performance
		Team	Quality Practice
		Date Role Profile was created	11/02/2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended

Role Purpose including key outputs	<p>Support delivery of the annual programme of auditing and review of the directorate's casework and other services, engaging and consulting with key stakeholders across the council and external partners, to support business efficiency and service improvement.</p> <p>Undertake audit and service review work, completing 'fieldwork', providing effective and timely feedback to practitioners and operational managers and producing clear and instructive reports for a range of management groups and governance bodies, to ensure that improvement is achieved.</p> <p>Contribute to the design and development of systems to enable the dissemination of audit and quality assurance findings and other relevant activities to ensure that opportunities for improvement are acted upon.</p> <p>Lead and support operational managers and practitioners engaged in audit/review activity and contribute to routine training for staff to promote excellence in auditing and review.</p> <p>Undertake auditing, reporting and evidencing work in respect of auditing required for inspection and other regulatory activity to meet regulatory requirements.</p> <p>Ensure that learning from audit/review activity is fed appropriately into learning and development processes and that links are made with partner services and agencies to enable wider organisational learning.</p>
Work Context	<p>The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>Practice Auditors work closely with a range of officers, partner agencies, service user groups, members and other stakeholders balancing competing priorities.</p> <p>Practice auditors necessarily make judgements about the practice of others and must do so with both authority and sensitivity.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Provide leadership and professional support to colleagues and other professionals in situations of high complexity. • Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence. • Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs. • Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills. • Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations. <p>Safeguarding</p> <ul style="list-style-type: none"> • Provide professional leadership on safeguarding issues in collaboration with other senior members of the team. • Provide support to resolve concerns about practice. <p>People Management</p> <ul style="list-style-type: none"> • Manage a defined team or area providing clear organisation, direction and development. • Provide professional support, advice and/or supervision. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Manage complaints where required, and verify assessments and authorise when appropriate. <p>Work with others</p> <ul style="list-style-type: none"> • Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration. • Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. • Ensure that all staff in the team are adhering to the requirements of data quality legislation. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget. <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Relevant professional qualification and registration where required. • Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services. • Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration. • Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. • Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking. • Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others. • Ability to influence organisational development pro-actively using feedback from your area of responsibility • Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge. • Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. • Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same. • Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations. • Competent in the use of basic IT skills. • Demonstrable experience in successful recruiting, performance managing, coaching and developing staff. • Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Professional social work qualification and registered with the HCPC.</p> <p>Knowledge of national legislative and policy agenda for Children’s Services, including regulation of children social care.</p> <p>Knowledge of the national performance assessment frameworks for children’s services, key performance indicators and their relationship with both front line service and wider strategic implications.</p> <p>Experience of auditing casework and other QA activity in a children's service or similar.</p> <p>Proven ability to interpret and analyse information and formulate and present reports and recommendations.</p> <p>Excellent organisational and planning skills.</p> <p>Ability to effectively evaluate risk and the consequences of certain decisions.</p> <p>Significant experience of practice and management in a social care setting, together with a track record of improving children's and young people's lives in a UK statutory setting.</p> <p>Enhanced DBS clearance.</p> <p><u>Willingness and ability to travel around county and work outside normal office hours</u></p>
Role Summary	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families.</p> <p>They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team.</p> <p>They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal.</p> <p>These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>