**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Professional Standards Officer | **Grade**: PO5 |
| **Section:**  Commissioning and Quality Standards | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Principal Social Worker | **Responsible for following staff:**  1 x Professional Standards Assistant |
| **Post Number/s:**  RWA 0147 | **Last Review Date:**  March 2019 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement (SSA) between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

The Professional Standards Officer will be responsible for the delivery and promotion of robust quality assurance processes across adult social care to ensure continuous improvements to practice and service delivery and improving outcomes for service users and their carers. The Professional Standards Officer will work with the Principal Social Worker to support operational staff and managers to maintain consistent, high quality practice standards.

**Specific Duties and Responsibilities:**

1. To take responsibility for the collection, analysis and interpretation of audit data including dissemination to operational teams and managers.
2. To scrutinise data on Social Work performance and identify, in collaboration with other managers, areas of shortfall and excellence in service delivery and professional practice.
3. To take the lead in distributing key findings and identifying necessary changes in policy and practice, promoting continuous improvement in quality outcomes for service users as well as meeting national and local agendas, standards and targets.
4. To identify and operate ongoing methods for the involvement of service users and carers in providing feedback on the quality of practice and ensuring that service users and carers can participate in the development and review of practice, audit and quality assurance.
5. To take lead responsibility for ensuring that the monthly case audit is carried out and that the information is gathered, analysed, collated and published as appropriate.
6. To design and undertake thematic audits as required and to support managers to disseminate audit findings through presentations and undertaking training.
7. To advise and support managers on relevant matters and to be the expert advisor on practice supporting local team development and supporting managers on complex case enquiries and best practice.
8. Carry out the assessment function for a specified cohort of Newly Qualified Social Workers as part of the Adult Social Care Academy offer.
9. To ensure that the services for both councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both councils
10. To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
11. To contribute towards the development of good working relations and collaborative arrangements with relevant third party organisations including private, voluntary and other public organisations, to forge effective partnership working.
12. To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and can influence decision making.
13. Promote the inclusion of hard to reach communities, including those protected under the Equality Act, in all aspects of service development, design and innovation.
14. Any other duties which are consistent with the role arising from legislation, policy or organisational change.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**team structure**

**Workforce Development and Professional Standards Team**

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| Head of Service  (HOS) |

Training and development officers

2x FT

PS ASSISTANT

S02 x 1FT

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A & I/ T/ C** |
| **Knowledge** | |
| 1. Knowledge of relevant legislation, policies and issues that affect the delivery of social care services and the ability to advise practitioners in their application. | A, and I |
| 1. Knowledge of current national, regional and local developments in Adult Social Care and the impact of these on practice. | A and I |
| 1. Advanced knowledge and understanding of the local authority’s responsibilities in the safeguarding of vulnerable adults. | A and I |
| **Experience** | |
| 1. At least 3 years post qualifying experience including working with adults at risk in community care services and of safeguarding adults’ casework. | A and I |
| 1. Experience of working in an inter-agency setting or in multi-disciplinary teams or partnerships. | A and I |
| 1. Experience of managing and advising staff. | A and I |
| **Skills** | |
| 1. To develop positive relationships with colleagues, partners and providers including the ability to influence, persuade, negotiate and inform. | A and I |
| 1. The ability to develop staff to achieve high quality outcomes for service users and carers. | A and I |
| 1. Ability to communicate sensitive information clearly and respectfully in a way that empowers staff to make positive changes to their practice. | A and I |
| 1. Ability to think analytically, strategically and creatively, and to influence and manage change across management and professional boundaries. | A and I |
| 1. The ability to effectively manage time and complex, competing demands in a high-pressured environment. | A and I |
| 1. Ability to interpret, analyse and present complex information in written, verbal and statistical formats, and to a range of audiences, using IT systems and other media. | A and I |
| 1. Understand the key factors in the Councils’ equalities policies and an ability to promote anti-racist and anti-discriminatory practice, and to promote a positive respect for diversity. | A and I |
| 1. Ability to travel around the two boroughs and to work flexible hours as required. | A |
| **Qualifications** | |
| 1. A recognised professional qualification (e.g. social work qualification, nursing or other qualification and registration with an appropriate body (e.g. Health and Care Professions Council) and evidence of continuous professional development/training. | A, & C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**