

Job Description	Safeguarding and Quality Officer
Directorate	Families and Wellbeing
Service	Adult Social Care
Grade	8
JE Reference:	A9988
Location of Work	As required across all work locations within Warrington Borough Council
Directly Responsible to:	Quality Assurance and Improvement Manager
Hours of Duty	37

Primary Purpose and Scope of the Job:

- To work within the Council's statutory duties for adults with care and support, leading on investigating and addressing improvement actions issues within care provision arising from safeguarding and care quality concerns.
- Working in partnership with adults who use services, their advocates and carers, care providers and other key partners to deliver a targeted improvement programme utilising a range of support and development opportunities.
- Advise, support and provide constructive and effective challenge to service provider's regarding their regulatory and contractual requirement.
- Assess and manage areas of risk, need and service provision. Escalate risks appropriately in order that appropriate regulatory, contractual or safeguarding processes are activated.
- Support the development of a clear assurance framework for effective investigation of Safeguarding and Care Quality concerns and S42 enquiries. Support the effective implementation of the council's safeguarding and care quality policies and procedures, ensuring MSP is central.
- Contribute to a team to support continuous development and operational effectiveness.

Any other duties commensurate with this post:

- The nature of this post is not always predictable and will require the post holder to work flexibly and outside of normal working hours to meet unplanned service requirements.
- Ability to travel inside and outside of the Borough.
- Satisfactory DBS disclosure at the enhanced level (and ongoing in line with the Council's local policy)
- To maintain registration and compliance with the relevant professional regulator (e.g SWE)
- To comply with all Health and Safety requirements in the performance of all duties
- To carry out all duties with due regards to confidentiality and data protection
- To undertake any other duties as may be allocated from time to time, which are deemed to be commensurate with the designation and grading of the post.

- Demonstrate a commitment to undertake a Practice Education Award as part of internal progression requirements

Working Relationships:

- Adults, their families and carers
- Partners within the Adult Social Care directorate such as commissioning and contracts, care management teams, First Response etc.
- Partners in other divisions within the Families and Wellbeing Directorate such as Public Health and.
- Partners in other Council Directorates such as legal, workforce development
- Partners in Health Trusts, particularly those with responsibilities in working with adults and families such as District Nurses, Community Matrons, Psychiatric Nurses, Therapists, Hospital Staff, Enhanced Care Home Support Service etc.
- Partners in criminal justice agencies such as the Police Service.
- Partners in voluntary sector services e.g. Healthwatch
- Care and support service Providers
- Advocacy Services
- Care Quality Commission

Duties and Responsibilities

Professionalism

Be committed to your own professional development and accountable to people using services, the public, the Council and professional regulator

- Maintain the expected standards of the Council and profession within your role, including maintaining appropriate personal and professional boundaries in more challenging circumstances
- Being a member of the wider multi-agency team by establishing a network of internal and external colleagues.
- Engage with and contribute to regular supervision, which covers both business and, if applicable, professional requirements.
- Develop and maintain an awareness of your own professional knowledge gaps and associated learning needs, and through a process of continuing professional development seek to redress these – both within the Council and with wider partners.
- Maintain appropriate electronic records of work undertaken and carry out required administrative procedures
- Being a member of the wider multi-agency team by establishing a network of internal and external colleagues.
- Manage an allocated workload, seeking support and suggesting solutions, within directorate priorities and Council policies.

Values and Ethics

Apply social work ethical principles and values to guide professional practices.

- Carry out all duties with regard to confidentiality and data protection regulations

<ul style="list-style-type: none"> • Commitment to the principles of Making Safeguarding Personal and disseminating this practice within the Council and with other partners.
<ul style="list-style-type: none"> • Commitment to working in partnership, within a strengths based framework, by listening, negotiating and practicing in a transparent and honest way.
<ul style="list-style-type: none"> • Use of ethical reasoning within your professional practice, confidently applying a legal and Human Rights framework.
<ul style="list-style-type: none"> • Use of supervision to critically reflect and manage the impact of your own and others' values on practice.

Diversity and Equality
Recognise diversity and apply anti-discriminatory and anti-oppressive principles in practice.
<ul style="list-style-type: none"> • Recognise the complexity and diversity of experience and apply this to assessment and practice, utilising a strengths-based framework.
<ul style="list-style-type: none"> • Support others to recognise and challenge discrimination of all forms to comply with the law and social work principles.
<ul style="list-style-type: none"> • Demonstrate and model the effective use of power and authority, whilst recognising and providing guidance to others as to how it may be used oppressively.

Rights, justice and Economic wellbeing
Advance human rights and promote social justice and economic wellbeing.
<ul style="list-style-type: none"> • Routinely apply the law to protect and advance people's rights and entitlements; critically reflecting on the balance of restrictive practice with autonomy and self-determination.
<ul style="list-style-type: none"> • Integrate the principles of social inclusion, social justice and economic wellbeing within practice.
<ul style="list-style-type: none"> • Promote strengths, and enable service providers to find their own solutions within the relevant options available where quality concerns are identified.
<ul style="list-style-type: none"> • Promote and support access to independent advocacy or representation, in line with the Care Act and principles of Making Safeguarding Personal.

Knowledge
Develop and apply relevant knowledge from social work practice and research, social sciences, law, other professional and relevant fields and from the experience of people who use services.
<ul style="list-style-type: none"> • Demonstrate a comprehensive understanding and knowledge of strength based. person centred care and apply this to your practice.
<ul style="list-style-type: none"> • Maintain and develop your knowledge base to include evidence based practice, research, legal frameworks, regulatory requirements (e.g. Care Quality Commission) and a critical understanding of current issues both local and national.
<ul style="list-style-type: none"> • Value and take into account the perspective and expertise of people who use services, carers and other professionals, into your practice and professional decision making.
<ul style="list-style-type: none"> • Contribute to the evaluation and development of services and ideas by sharing knowledge about theory, skills and practice with other team members, professional groups and interested bodies

Critical reflection and analysis
Apply critical reflection and analysis to inform and provide a rationale for professional decision making.
<ul style="list-style-type: none"> • Draw on a wide range of evidence sources to demonstrate considered and professional decision making and practice.
<ul style="list-style-type: none"> • Make use of a range of opportunities to critically reflect and analyse your professional intervention with increasingly complex cases and situations. These will include supervision, team meetings and other inter-disciplinary forums.
<ul style="list-style-type: none"> • Be prepared to provide your professional opinion to a range of people, including those use service and in inter-disciplinary contexts.

Skills and Interventions
Use judgement, knowledge and authority to intervene with service providers to provide support, prevent harm and improve the quality of service provision.
<ul style="list-style-type: none"> • Communicate effectively, adapting to the needs of the audience, with compassion and transparency.
<ul style="list-style-type: none"> • Engage effectively with people in complex situations, developing and sustaining positive engagement with working with people and organisations in the longer term.
<ul style="list-style-type: none"> • Demonstrate capability to utilise a range of frameworks for assessment, intervention and review; working with the Care Act and other primary legislation and contractual and regulatory requirements.
<ul style="list-style-type: none"> • Develop and maintain a working knowledge of local groups and networks to support the application of safeguarding and care quality/quality improvement policies and processes.
<ul style="list-style-type: none"> • Demonstrate confidence and effective judgement about risk and accountability in my decisions / practice.
<ul style="list-style-type: none"> • Recognise that my work will be subject to scrutiny and that it will withstand this, both within quality assurance processes and external bodies, such as the Court of Protection
<ul style="list-style-type: none"> • Work within increasingly complex and challenging situations, and demonstrate the appropriate use of information sharing, contingency planning and accountability for self and the Council.
<ul style="list-style-type: none"> • Regularly undertake assessment and planning for safeguarding and quality concerns.
<ul style="list-style-type: none"> • To contribute to the development and review of relevant policies and procedures to constantly review and improve those systems and tools.
<ul style="list-style-type: none"> • Be capable and confident in the escalation of concerns

Context and Organisations
Engage with, inform and adapt to changing organisational contexts and the social and policy environments that shape practice. Operate effectively within and contribute to the development of organisations and services including multi-agency and inter-professional settings.
<ul style="list-style-type: none"> • Undertake all duties with full regard to the Council's corporate plan, corporate equality and diversity policy and health and safety policy

<ul style="list-style-type: none"> • Contribute to the ongoing development of the organisation in response to external developments on a local and national level
<ul style="list-style-type: none"> • Demonstrate effective working within the organisation, with wider partners whilst acknowledging the political context of the professional role.
<ul style="list-style-type: none"> • Develop a range of networks inside and outside of the organisation whilst recognising the value of collaborative working.

Professional leadership
Promote the professional and good social work practice, take responsibility for the professional learning of others. Develop personal influence and be part of the collective leadership and impact of the profession.
<ul style="list-style-type: none"> • Promote wellbeing, professional standards, practice and positive impact within my organisation, with colleagues and other disciplines
<ul style="list-style-type: none"> • Contribute to the learning of others, including students and ASYEs

REVIEW ARRANGEMENTS

The details contained in this job description reflect the content of the job at the date it was prepared. However it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and any other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Date Job description prepared/revised:

03/07/19

Prepared/revised by: Margaret Macklin