

JOB DESCRIPTION

Job Title	Quality Assurance Assistant		
Directorate	Children's Commissioning and Performance		
Reporting to	Quality Assurance Officer		
Grade	11		
Evaluation ref:	AU1108	Job ref:	Family C&F11
Role purpose			
<p>Under the general supervision of the Contract and Quality Assurance Officer, support the quality assurance, contract and risk management of regulated and un-regulated commissioned placements such as residential and fostering provisions across Children's Services to ensure that service users are provided with high quality care and support and other preventative and support services relevant to their needs.</p>			
Responsibilities			
<p>Under the direction of the Contracts and Quality Assurance Officer undertake quality assurance visits to provide assurance that children's residential homes are complying with Children's Homes Regulations and Ofsted frameworks.</p> <p>Follow risk-management and performance frameworks within appropriate governance models, such as Ofsted, to risk-manage and quality assure provider services to ensure placements provide both quality and value for money.</p> <p>Identify and write reports about providers at risk of failure and make evidence-based recommendations on remedial actions and implement as required.</p> <p>Escalate high risk issues to the Contract and Quality Assurance Officer and seek guidance as and when required.</p> <p>Undertake contract reviews of placements and recommend changes to ensure value for money and outcomes are achieved.</p> <p>Maintain records to ensure up to date information is held regarding providers and their Ofsted ratings, quality assurance visits and other relevant information to build up market intelligence.</p> <p>Follow Somerset's Contract, Risk Management & Quality Policy and Safeguarding Policy and guidelines and apply to all contract, risk-management and quality assurance contexts.</p> <p>Ensure that health and safety policies are implemented, and that appropriate action is taken where necessary.</p> <p>As a member of the Home Team will:</p> <p>In consultation with the Contract and Quality Assurance Officer, identify own learning needs and take responsibility for promoting their own continuing development. Maintain and update a self-held training and development record.</p>			

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Support raising the profile of the service internally and externally.

Be a representative/voice of Children's Services in Somerset in relationships with external providers.

Report effectively to Contract and Quality Assurance Officer, other senior managers and key stakeholders to demonstrate service performance and improvement.

Work with Business Support services and other staff to maintain effective information and administrative systems that support and monitor the work of the team.

Communicate effectively to senior managers and key stakeholders where there are significant policy implications or issues of sensitivity.

Impact

Contacts & Relationships

Develop and maintain contract relationships with both regulated and un-regulated providers at operational and senior management level to ensure organisations and individuals are held to account for quality and safe service delivery as appropriate. Will influence and motivate service providers in order to achieve quality service delivery and sustained improvements, make recommendations and develop and agree improvement action plans.

Will work collaboratively both internally and externally with operational staff such as Social Workers and casework officers and managers across SCC, statutory, voluntary agencies and care provider organisations to maintain quality and mitigate risks to the service.

Will have active contact with service users, carers and operational staff as part of quality assurance feedback processes.

Resources

Assist in the management of a range of service wide provider contracts of differing value and complexity, ensuring contract provision remains within budget and meets quality standards. The Home Team and Children's Commissioners manage the effective delivery of 400-500 contracts which have an approximate annualised value of £35 million.

Normal office working environment, with visits to provider sites and stakeholder offices. There will be some contact with service users/carers to consult with them in quality assurance and contract management processes.

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	Essential	Desirable	
Knowledge			
A clear understanding of good practice working within regulated services.	X		
An ability to interpret and work with the requirements of the regulatory body for the inspection of residential Children's Homes and Supported Accommodation.	X		
Knowledge and understanding of safeguarding and keeping children and young people safe.	X		
Knowledge of regulatory inspection frameworks regarding Ofsted registered provisions.		X	
Experience			
Previous experience of working with children or young people in a regulated service with senior experience.	X		
Evidence of working in an environment working to quality standards.	X		
Evidence of multi-agency working and partnership development.	X		
Previous experience of working in a Residential setting.		X	
Previous experience of working with local authority Children's Social Care in relation to homes for children.		X	
Qualifications / Registrations / Certifications			
A clear understanding of good practice working within regulatory settings.	X		
Up-to-date Safeguarding training or a willingness to undertake this.		X	
Level 3 Diploma for Residential Childcare or similar qualification.		X	
Skills			
Produce reports and action plans within agreed time scales to support Senior and Strategic Managers in meeting required deadlines.	X		
Able to demonstrate excellent communication, listening and team working skills with a wide range of	X		

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multi-agency practitioners to support Senior Management.			
An ability to interpret information within reports.	X		
Familiar with Microsoft office programs.	X		
Ability to work with a range of stakeholders.		X	
An ability to be proactive and solutions focused.		X	
Evidence the ability to work collaboratively as part of a multiagency team.	X		
Demonstrate the ability to plan own workload and deliver to deadlines.	X		
Demonstrate a knowledge of and a commitment to safeguarding and promoting the welfare of children and young people.	X		
Confident to represent the Council when working with partner agencies and other professionals.	X		
Access to / use of a vehicle is an essential requirement.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: June 2025