

Job Description and Person Specification

Audit Officer

A Lambeth to be proud of



Job Title: Audit Officer

Grade: PO5

Department: Children's Social Care

Division: Children's Services

Business Unit: Quality Assurance

Reports to: Service Manager Practice Evaluation Audit and Complaints

Responsible for: N/A

Context

The Practice Evaluation and Audit and Complaints Teams sits within the Quality Assurance service. The team is accountable to Strategic Leaders in ensuring there is a detailed line of sight on areas of strength and areas for improvement in the delivery of services across the Division. The Practice Evaluation and Audit and Complaints Teams work collaboratively with the Social Care Academy to identify required learning and development activity on both an individual, service and multi-agency level.

Our Core Values

- We believe children are best cared for in their birth families and where this is not possible, we take timely and appropriate action so children have permanence and stability.
- We work openly and collaboratively with parents and families understand why we are involved.
- We treat everyone with dignity and respect.

Job Purpose

To support the delivery of an effective quality assurance, audit and learning programme and complaints handling, that continuously improves the quality of practice and decision making across Children's Social Care and directly impacts on improving outcomes for children, young people and families.

Responsibilities

1. To undertake social work practice audits and other assurance activity using appropriate tools whilst also modelling their use for others. To support the collation and analysis of the qualitative and quantitative intelligence arising from the various quality assurance activities, reporting directly to the Practice Evaluation Audit and Complaints Service Manager.
2. Support the development and dissemination of social work practice standards across a wide range of services within Children's Social Care.

3. To undertake a portfolio of responsibilities in connection with the effective application of the complaints, Members' Enquiries and information requests policies in support of the council's wider aims and objectives.
4. To influence and guide the professional development and performance of early help practitioners, social workers, personal advisors and managers, helping them achieve their potential and deliver high quality services.
5. Supporting the delivery of practice improvement activity through delivering learning sets, training and offering 1-1 support to practitioners where appropriate.
6. To identify training needs across all departments, and develop and deliver training and presentations on complaints, Members' Enquiries and information requests to council members, officers, customer forums and other groups, as and when required;
7. Act as a point of contact for anyone with any queries about the procedure for making complaints or submitting an information request, developing professional relationships with relevant stakeholders;
8. Quality assures audits and supports thematic analysis of information gained. Support the distribution of learning and closing the loop on actions on individual audits and thematic findings, learning from complaints, for improvement.
9. Work with the Practice Evaluation Audit and Complaints Service Manager to ensure that audit, assurance, complaint handling and learning activity is consistently applied across all service areas and supports organisational improvement and learning.
10. Work with colleagues in the wider Lambeth Safeguarding Children Partnership to complete multi-agency audit and assurance activity.
11. To produce high quality case analysis and evaluation as part of case escalations, Management Case Reviews, Local Learning Reviews, Rapid Reviews and Child Safeguarding Practice Reviews as and when required.
12. Support workforce development activity aligned to findings from audits, complaints and quality assurance processes in conjunction with the Principal Social Worker and Lambeth Social Care Academy.
13. Deliver internal service reviews, external Stocktakes, external Peer Reviews and be a key individual in preparedness for Focus Visits and Inspections within Ofsted's ILACS Framework.
14. To promote effective participation and engagement with children, young people and families. Leading on seeking feedback to support good outcomes and supporting social workers and managers to deliver planned, focused and purposeful interventions.
15. To lead, model and support others to deliver relationship based, reflective practice, which is congruent with the vision, values, practice framework, bottom lines and meets the expected practice standards.
16. Work within Children's Social Care Governance Framework and present at a variety of leadership forums, and performance panels.

17. Support and develop the Complaints Team to deliver excellent complaints resolution and continuous improvement and undertake project work that contributes to service improvement throughout the council

PERSON SPECIFICATION

Audit Officer (PO5)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	Professional qualification in social work and must be currently registered with the Social Work England	✓A
Key Knowledge	K1	Performance Management – Knowledge and understanding of the performance frameworks for children's services, key national indicators and their relationship with both front-line service and wider strategic implications. Knowledge of regulatory complaint handling, dispute resolution systems within a local government setting.	✓A
	K2	Knowledge of the Social Care Capability Framework and its expectations of social workers and managers	✓A
	K3	A good working knowledge of legislation and local policies and procedures relating to Looked After Children, Children in Need and Child Protection, Complaint Handling to support practitioners to ensure consistency and high quality of service delivery	✓A
	K4	Legislative Framework - Knowledge of the legislative framework and national and local standards and procedures relating to children's services.	✓A
	K6	Professional knowledge and awareness - Up to date knowledge of developments in social work practice, complaint handling, findings from the Local Government Ombudsman, serious case reviews and research to better support practitioners working with vulnerable children and families.	
Relevant Experience	E1	Experience of leading children's social care services at a senior social worker or team manager level or equivalent	✓A
	E2	Substantial experience of practice education, social work training and practice evaluation programmes	
	E3	Proven experience to transfer knowledge and skills to colleagues through modelling, coaching, mentoring and training in senior or management roles	✓A
	E4	Communication - Able to present ideas clearly and effectively verbally and in writing; communicating effectively with a wide range of stakeholders, including	

		Senior Managers, Operational Service Managers and front-line practitioners	
	E5	Experience of using legal and policy frameworks and guidance that inform and mandate social work practice in Children's Social Care, including an advanced knowledge of the law and guidance relating to the service area.	
		Post qualifying qualifications in one of the following or equivalent: • Signs of Safety training • Practice Educator training • Accredited CPD equivalent training • Leadership training	
Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard	

		• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.	

		• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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