

Job description

Job title: Brokerage and Quality Assurance Officer (Children's)

Grade: Dorset Grade 10

Job evaluation reference: ES642

Job family: Education & Youth

Purpose and impact

The purpose of the role is to provide strategic working with both internal and external teams to develop effective service delivery. The role is delivered against a clear set of national legislative and statutory frameworks under the Children Act 1989, Crime and Disorder Act 1998, Education Act 1996, School Standards and Framework Act 1998, Crime and Disorder Act 1998 Education Act 2002, Adoption and Children Act 2002, Children Act 2004, Education Act 2005, Education and Inspections Act 2006, Safeguarding Vulnerable Groups Act 2006, Childcare Act 2006, Education and Skills Act 2008, Apprenticeships Skills Children and Learning Act 2009, Academies Act 2010, Children and Families Act 2014, the Care Act 2014, Education and Adoption Act 2016, Children and Social Work Act 2017, and other relevant legislation.

Our mission:

- Children in Dorset thrive, are happy and are the very best that they can be.
- We inspire and enable children, young people and their families to find solutions that enable them to develop sustainable, safe and secure relationships with each other and within their community.
- We listen and act so that the voices of children and families is at the heart of everything we do.
- We work together to collaboratively shape, support and develop communities

Our vision is that we want to

- Shift our efforts to early help
- Get it right first time
- Work to meet need, rather than manage threshold
- Co-produce services with families

Our values are

- Collaborative – we want to work with citizens and communities, not do things for or to them
- Strength based – we work with people, not problems
- Restorative – we want to stop harm and repair relationships

We want to fundamentally change our model of service delivery to one which has the following design principles

- our services will be rooted in place and delivered by multi-professional teams



- our approach to citizens will be strength based and restorative
- we will proactively provide early help, rather than reactively make a late intervention
- we will measure our success on how we have made life better for children and young people
- we will always learn and strive to improve so we can deliver better outcomes for children and young people
- we will be digital by default and deliver services only where we are required by law, and where we can do this more effectively and more efficiently than anyone else

This job description comprises generic core duties applicable to all designated team manager or specialist roles at this level within Dorset Council.

The duties allocated may be changed from time to time to reflect the changing needs of council.

This position will be responsible for working at an individual level as part of a multidisciplinary team that delivers services for children and families within an operational locality or the central team.

The post-holder will contribute to the development of strong partnerships with schools, Police, NHS, voluntary and community sector and other local stakeholders to develop a place-based approach to promote the safety, well-being and achievement of children and young people in their locality.

Key responsibilities

- Under the direction of the Service Manager Brokerage, to develop and implement a robust Quality Assurance programme for all children and young persons social care and education placements
- Work with the Service Manager Brokerage to provide a comprehensive picture of placement performance across children's services.
- Working with the Service Manager Brokerage to ensure all children and young people receive a high quality service from both internal and external partners.
- Be responsible for co-ordinating and leading the monitoring reviews for all placements to ensure that young people are receiving the support levels that have been commissioned, in line with care plans and/or EHCP.
- Challenge the quality of placement provision to ensure the council receives value for money.
Contribute to developing the resilience of service providers and the improvement of their practice including safeguarding.
- Co-ordinate the collection and analysis of data with a focus on performance data.
- Prepare a monthly monitoring overview report for the Senior Leadership Team.
- Ensure all placements are made in line with regulatory bodies, such as Ofsted, Dfe and CQC.
- Overview and lead the monitoring of all placements, in line with the terms and conditions in the overarching contract and service specification.
- Ensure contract monitoring meetings and visits are carried out in line with the placements team policy.
- Act as the lead point of contact for any quality assurance complaints from professionals.
- Investigate and lead discussions between professionals and providers, with regards to any quality assurance issue.



- Ensure any complaints/issues with any on-framework providers are shared via a complaints/issues log.
- Act as lead officer for the placements team with regards to regulatory matters, such as ofsted and CQC inspections
- Ensure any unregulated providers are working towards agreed quality standards including Dorset's Safeguarding Standards.
- Ensure the Brokerage Team savings targets are met.
- Ensure the Brokerage Team savings are accurately recorded.
- Work in partnership with Lead Framework co-ordinators with regards to the quality assurance of all on framework Fostering and Residential placements.
- Take responsibility for ensuring a consistent approach to service delivery by liaising with other appropriate staff and by keeping up to date with relevant Council policy development and external legislation/guidelines appropriate to the function.
- Undertake research as required in order to inform project work and/or reviews of policies and procedures relating to the function.
- Manage the provision of data and management information as required, ensuring timely and accurate provision of information.
- Establish and maintain good working relationships both internally and externally including partnering and networking to ensure corporate and strategic aims and objectives are achieved.
- Present and recommend on future strategy in the light of the role undertaken.
- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
- Responsibility for promoting and safeguarding the welfare of children and young people.
- Any other lesser or comparable duties as required

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

- Reporting to a Service Manager Brokerage – Commissioning & Reform
- No management responsibility

Other factors

- Undertake strategic development of a designated function providing services within a defined discipline/area of work
- Work across teams in the designated service area as described above.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Professional qualifications or other high quality qualifications or relevant degree	Application form
2. Post qualification professional training or award.	Application form
Experience	
3. Significant demonstrable experience in a relevant business development and/or support role.	Application form
4. Proven experience of managing external relationships with wider partners and having a significant positive impact on service delivery	Application form
5. Proven experience of financial/budget management	Application form
6. Proven experience of customer care	Application form
7. Previous experience of working in a large organisation or local authority	Application form
Knowledge	
8. Expert knowledge of practices and procedures, including financial and resource management, people management, and other functions relevant to the field of work.	Application form Interview Assessment
9. Extensive knowledge and understanding of project management.	Application form Interview Assessment
10. Detailed knowledge of IT systems and their application within a large organisation	Application form Interview Assessment
11. Detailed knowledge of policy, legislation and strategic development relevant to the field of work.	Application form Interview Assessment
12. Good understanding of the work of local authorities	Application form Interview Assessment
13. Knowledge of best practice in relation to customer care.	Application form Interview Assessment
Skills and abilities	
14. Ability to manage, motivate and co-ordinate the workload of a team or teams or work independently as the role demands.	Interview Assessment



15. Ability to develop and/or contribute to appropriate strategic policies and special projects	Interview Assessment
16. Management and leadership skills	Interview Assessment
17. Ability to build and sustain good working relationships with people at all levels both internal and external.	Interview Assessment
18. Ability to collect, analyse and report on complex statistical and management information.	Interview Assessment
19. Excellent oral and written communication and presentation skills	Interview Assessment
20. Ability to apply confidentiality to all information handled.	Interview Assessment
21. Customer care skills	Interview Assessment
22. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment
Our values	
23. Respect	Interview Assessment
24. Together	Interview Assessment
25. Accountability	Interview Assessment
26. Openness	Interview Assessment
27. Curiosity	Interview Assessment
Other	
28. To be flexible with an adaptable approach to work and conflicting demands and deadlines.	Application form
29. Provide a supportive working environment to colleagues.	Application form
30. To undertake training as required	Application form
31. Able to fulfil the travel requirements of the post	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
32. Professional qualification at a higher level	Application form
33. Management or leadership qualification at a higher level	Application form



Experience	
34. Previous experience of delivering training	Application form
35. Previous marketing experience for a traded service.	Application form
Knowledge	
36. Knowledge of health and safety legislation	Application form Interview Assessment

Approval

Manager's job title:

Date:

