

Job Description



Job Title: Practice and Workforce Development Officer	Service Area: Quality Assurance, Safeguarding and Workforce Development	
Directorate: Adults and Health – Quality Assurance, Safeguarding and Workforce Development	Post Number:	Evaluation Number: 6729
Grade: PO1	Date last updated: December 2023	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

The post holder is responsible for leading on and managing key tasks to achieve the strategic objectives of the Strategic Safeguarding, Practice and Workforce Development Team. This includes creating and maintaining business mapping processes; gathering, analysing and presenting data, tracking progress and maintaining action logs from various portfolios, to ensure effective governance is maintained and outcomes are met within the agreed time scales and specified Key Performance Indicators.

Job Context

1. The post holder reports to the Principal Social Worker for Adults and Head of Strategic Safeguarding Adults and Deprivation of Liberty Safeguards.
2. The post holder has line management and supervisory responsibility for up to 4 staff.
3. The post holder has no budget responsibility.

4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key Tasks and Accountabilities:

1. Establishing, embedding, leading and managing business processes in accordance with Directorate, Council and national guidance, policy and procedures, as well as statutory guidance and legislation.
2. To lead on the identification and implementation of project management tools, ensuring appropriate cover for projects across the service.
3. To manage internal performance monitoring processes within the Directorate, investigating the causes of any variance from targets or plans and proactively contributing to the implementation of solutions. This includes our “need to know” process, outcomes of practice reflection and improvement activity and learning from case files reviews etc.
4. Gather, critically analyse, prepare and present required data for the service area, the Safeguarding Adults Board and the whole team performance in line with agreed work priorities, attending meetings to feedback on the performance and areas for improvement within the Directorate.
5. Responsible for monitoring and preparing content, updating webpages and progressing actions on required system changes including Azeus.
6. To proactively lead the coordination of communications throughout the Directorate within the remits of the Director for Quality Assurance, Safeguarding and Workforce Development and the Principal Social Worker for Adults and Head of Strategic Safeguarding Adults and Deprivation of Liberty Safeguards.
7. Be responsible for monitoring and progressing actions from the Directorate’s Health and Safety sub group.

8. Work collaboratively within the Adult and Health Directorate, other colleagues in London Borough of Newham and partner organisations to meet agreed objectives.
9. Responsible for management and monitoring compliance across the Directorate with relevant legislation, including records management, Data Protection, Freedom of Information, Subject Access Requests and Member Enquiries, representing the team as agreed on relevant associated committees or boards.
10. Responsible for producing a range of sensitive correspondence and produce reports on behalf of the Director for Quality Assurance, Safeguarding and Workforce Development while updating and disseminating policies and procedures agreed in order to improve practice and increase team efficiency.
11. Responsible for developing and maintaining up to date procedures and practices and to contribute ideas for system/process improvements to increase efficiency offered by new technologies, new ways of working and changes in work processes, escalating any risks to your line manager as required.
12. Responsible for producing confidential/complex documents, ensuring correct and appropriate layout, accuracy, language, tact and diplomacy. Preparing presentation slides and support with note taking and action plans.
13. Be proactive in identifying and managing the team's contribution to the Department's Quality and Governance Board and Forward Plan, liaising with the lead in Operations to ensure that the master Forward Plan reflects any changes in the scheduling of agenda items. Ensuring that the relevant officers are aware of the agenda items they are responsible for and the deadlines for submission are met.
14. Responsible for and manage requests from across the Adults and Health Directorate, the Safeguarding Adult Board, other Council Departments and external organisations to ensure responses are timely and accurate.
15. Take responsibility for successful completion of specific tasks and projects directed by your line manager as required within the remit of this role.
16. Responsible for developing and coordinating the Senior Management Team meetings including agenda planning and minute taking, ensuring actions are

complete and implementing and maintaining electronic and other systems and databases to maximise effectiveness.

17. To have a lead role in the development of quality assurance systems and procedures.
18. Responsible for the development, implementation and management of systems in relation to records of all training undertaken within the remits and functions of the Director of Quality Assurance, Safeguarding and Workforce Development. Ensuring these are kept up to date, monitor trends and produce regular reports for the service area.
19. To manage the provision and progress of various documents, reports and other information within agreed timescales/ establish the approval and coding of service related invoices as well as monitor and provide actual spend, progress Purchase Orders, Invoices and outsourced work within the remit and functions of the Director of Quality Assurance, Safeguarding and Workforce Development.
20. Responsible for your professional development and constructively take part in meetings, appraisals, and supervision as required.
21. Work in accordance with the Team Plan, targets and key performance indicators for associated areas of responsibility, ensuring objectives are delivered.
22. To work in accordance with the agreed annual budget, ensuring value for money. Ensuring financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance and following the Council's Scheme of Delegation, Contract Standing Orders and Financial regulations. Monitoring compliance of this within the service area also.
23. Champion rights in the context of professional ethics and decision making.
24. HR, Health and Safety and Data Protection policies, procedures and legislation is followed and resources including, equipment and systems are utilised optimally so there is a safe working environment and the wellbeing of staff is optimised.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>QUALIFICATION</p> <p>English and Maths GCSE or equivalent</p> <p>Project management qualification or willing to work towards this</p>	<p>Application</p>
KNOWLEDGE	

<p>Understanding of the key concepts of supervision and line management of others</p> <p>In depth working knowledge of common IT systems, particularly Microsoft Office, Power Point, Excel, Vision</p> <p>Knowledge of financial and HR systems</p> <p>Demonstrable continuous professional development.</p> <p>Understanding of Health, and Adult Social Care</p> <p>Understanding of the Care Act 2014, Adult Social Care and Safeguarding Adult's legislation/policies/procedures and best practice and Mental Capacity</p> <p>Understanding of Integrated Care Systems</p> <p>Understanding of the Social Care Provider market and organisations</p> <p>Understanding of quality assurance and evidence based practice improvement</p> <p>Understanding of workforce development, recruitment and retention in Adult Social Care</p>	<p>Application / Interview</p>
<p>EXPERIENCE:</p> <p>Experience of line management and supervision or supporting/mentoring others</p> <p>Worked in Adult Social Care</p> <p>Striving for and achieving excellent standards, working collaboratively to support others to achieve this, using positive influence and coaching</p> <p>Experience of effective co-production with residents, staff and partners</p> <p>Experience in submitting, monitoring and using performance data to underpin continual improvements</p> <p>Experience of working in multi disciplinary settings with internal and external key stakeholders locally, regionally and nationally</p> <p>Experience of successfully implementing and managing change in policy, procedures and practice</p> <p>Experience of working in accordance with governance arrangements and demonstrating the impact of these on policy, practice and professional development</p>	<p>Application / Interview</p>

<p>Experience of timely, effective and appropriate decision within a framework of policy and procedure, taking accountability for decisions made and escalating matters appropriately as required</p>	
<p>SKILLS AND ABILITIES</p> <p>Leadership and management skills</p> <p>Excellent oral and written communication skills including excellent IT skills with experience in using a wide range of software, including spreadsheets and MS office.</p> <p>Ability to write effective reports and correspondence, communicating complex information concisely and to make effective presentations to a variety of audiences. This will include briefing papers for the Director of Quality Assurance, Safeguarding and Workforce Development and the Head of Deprivation of Liberty Safeguards and Strategic Safeguarding.</p> <p>Authority and credibility to build relationships to influence and engage successfully with colleagues, partners and clients</p> <p>Confident in developing and leading reflective learning and development sessions using constructive feedback and critical analysis methods across the partnership to improve practice and outcomes for residents</p> <p>Skilled in managing conflict to achieve appropriate outcomes and moves things forward without delay</p> <p>Excellent time management skills to manage a complex workload, prioritise and set deadlines and cope with conflicting and changing demands</p> <p>High level of research and analysis skills and an ability to identify and diagnose developing or current issues and develop solutions.</p> <p>Recognises and values the contribution of others, motivates others and provides strong leadership and management, fostering a culture that encourages constructive, open feedback and innovative thinking, dignity and respect</p> <p>Encourages solution focused problem solving and tenacity when faced with challenges</p> <p>Works in accordance with Newham’s Heart Values Honesty, Equality, Ambition, Respect, Together</p> <p>Sees diversity in their team and the community as positive and demonstrates a pro-active approach to promoting equality of opportunity</p>	<p>Application/ Interview</p>

<p>Leads by example and sets a positive example for others to follow; is enthusiastic, approachable and motivational</p> <p>Treats people as individuals in a respectful and friendly manner</p> <p>Ability to harness the talents and strengths of colleagues and work collaboratively with others</p> <p>A proven innovator, able to demonstrate how through sound decision making and risk management they have contributed to innovation or developments that have influenced practice development</p> <p>Commitment to confidentiality support the Director and Senior Management on sensitive issues</p>	
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This post is subject to an enhanced Disclosure check.</p> <p>The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment amended</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974)</p>	<p>Satisfactory clearance at conditional offer stage</p> <p>Application form</p>