



Knowsley Council

Quality Improvement Lead

Permanent

**Pay Band N / Scp 36 – 37
£39,880 - £40,876 per annum**

Job reference: CVP 100

Contents

1. Letter from the Human Resources Manager
2. Knowsley Better Together
3. Job description
4. Person specification
5. Conditions of service
6. Pension contribution rates
7. Information on exempted posts
8. Equality and diversity sub groups



Knowsley Council

Dear Applicant

Post of Quality Improvement Lead

This post is exempt from the provisions of the Rehabilitation of Offenders Act which means you must provide details of any convictions (including those which are 'spent'), in addition to any cautions and bindovers orders that you have received in the last 12 months.

Thank you for your enquiry about the post at Knowsley Metropolitan Borough Council.

Please find enclosed further details about the post and an application form for you to complete and return by the **Wednesday, 25 November 2020**. You can find out more about Knowsley Council from our website at www.knowsley.gov.uk.

Interviews are likely to take place on within four weeks of the closing date. If you have not heard by then you should assume that your application has been unsuccessful. If you would like receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your completed form.

The council places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, the council will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact us as soon as possible on telephone number 0151 443 3434. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that the Council will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should email your application to: recruitment@knowsley.gov.uk

I look forward to receiving your application and thank you for your interest in this post.

Yours sincerely

Jaci Dick

Jaci Dick
Human Resources Manager



Knowsley Better Together

Knowsley Better Together is about people working together to achieve more for Knowsley and its residents. It is more than just an initiative or policy – it brings to life a whole new approach to finding solutions and delivering services by working better together.

As a council, we have committed to working in a way that embeds Knowsley Better Together in our day-to-day activities, meaning we aim to:

- Be a strong community leader and always champion Knowsley.
- Build better partnerships and work with others co-operatively to improve Knowsley.
- Listen to the community when making decisions.
- Spend locally, invest locally and recruit locally to build social value.
- Help people to be independent, doing more for themselves and each other.
- Prevent problems occurring or stop them getting worse.
- Use the best way of delivering services that leads to improved outcomes for Knowsley.

Knowsley Staff Qualities

Staff Qualities

- **Integrity** (being open and honest, maintaining high standards of personal behaviour and displaying strong moral principles)
- **Accountability** (taking personal responsibility for your actions and decisions, understanding the consequences of your behaviour)
- **Communication** (listening and talking to others, taking account of other people's points of view, sharing information and working together)
- **Respect** (treating people with care and dignity, supporting the rights of other people, helping and supporting others where you can).

These qualities embed the principles of Knowsley Better Together – bringing people and organisations together for the benefit of Knowsley.



Job description	
Job title	Quality Improvement Lead
Grade	Pay Band N / SCP 36-37
Directorate	Adult Social Care
Section/team	Safeguarding and Quality Improvement
Accountable to	Senior Quality Improvement Lead
Date reviewed	November 2018

Purpose of the job

The purpose of the job is to improve outcomes for adults with care and support needs, children, their families and carers in Knowsley.

The role is responsible for monitoring and supporting performance improvement of the Council's in-house and independent sector providers of community care services and improving the effectiveness and quality of social work and social care practice.

Duties and responsibilities

1. Ensure good outcomes for adults, children and carers by negotiating and encouraging partnerships and integrated ways of working with other Council services and agencies such as Health, the Care Quality Commission and Healthwatch.
2. Monitor and support the performance of the Council's in house services. Monitor the quality of independent sector providers of commissioned community care services for adults and children against local and national quality standards and support improvement.
3. Contribute to the ongoing development and review of a quality monitoring framework, creating monitoring and compliance systems and tools. To constantly review and improve those systems and tools.
4. Monitor quality related issues, analysing individual, local and national trends and identifying the implications of these in relation to the Council's future commissioning intentions.
5. Manage a portfolio of services comprising of independent sector providers and the council's in-house services.
6. Carry out site visits to a variety of providers of services, undertaking risk assessments, preparing reports and, where appropriate, supporting them to



develop improvement plans in response to the findings of inspections, monitoring visits and/or other intelligence.

7. To investigate concerns or complaints about externally provided services, prepare reports and improvement plans, where appropriate, in response to the findings of those investigations.
8. To work with statutory social care regulatory bodies to investigate serious complaints about providers and provider services. This will include investigations at short notice and occasional out of hours working.
9. Advise all provider services on safeguarding quality issues, ensuring they promote safeguarding awareness within their organisations and complete investigations as appropriate.
10. To provide advice to Council colleagues, agencies and other statutory bodies on provider services quality and performance issues.
11. To ensure that the views and voices of adults with care and support needs, children and their carers are incorporated into monitoring and compliance activity for commissioned community care services.
12. Maintain and help to review the Quality Improvement and Learning Framework for Adult Social Care, to ensure that there is continuous improvement in the quality of services provided.
13. Facilitate communication across the sector locally to support the development and delivery of good quality services, communicating good practice and findings from relevant quality improvement work and lessons learnt to improve safeguarding outcomes for adults and children.
14. Contribute to the development of mechanisms to monitor and evaluate the quality of social care, social work with adults and safeguarding performance to ensure practice is of the highest standard.
15. Deliver a programme of planned and unplanned audits working with Managers in Adult Social Care and multi-agency partners as directed by the Senior Management Team.
16. Facilitate opportunities for continuous professional development through induction and the identification of training needs to ensure that staff are equipped to respond to the changing demands of the service.
17. Help to design and deliver staff training and development programmes to improve the quality of practice, and to facilitate learning sessions with staff, including multi-agency partners.
18. Contribute to building an effective and well-motivated workforce and identify and address performance issues consistent with Adults' and Children's Social Care's policies and procedures.



19. Provide detailed analytical reports in respect of the work of the team, ensuring mechanisms are in place that evidence that they are disseminated and embedded into practice across relevant services.
20. Keep up to date with national guidance and policy, providing advice and support on developments in practice according to local and national issues.
21. Support a programme of systematic review of the effectiveness of policies, procedures and practices in relation to adults' and children's social care services.
22. Provide advice to Council colleagues, agencies and other statutory bodies on concerns or issues in respect of the team's areas of function.
23. In line with the Council's and Merseyside Safeguarding Adults Board's policies and procedures maintain awareness of local safeguarding activity and developments.
24. Represent the Council at a range of strategic and operational multi agency forums, including meetings with adults, children, their families, carers, providers of services or other agencies as may be required.
25. Deputise, as appropriate for the Senior Quality Improvement Lead, to a level commensurate with the level of this role.
26. Undertake such other work as may be determined by the Service Manager or Head of Service up to a level consistent with the principal duties of the job.

Health and safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees' capabilities

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy and Data Protection Policy,
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.



- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

Post Specific Requirements

Your Own Responsibilities

- Develop your personal networks
- Manage your own resources and professional development
- Promote the use of technology
- Ensure your own actions reduce the risks to health and safety
- Develop productive working relationships with colleagues in Adult Social Care, other Council Departments, partner and provider organisations

Key Points

- This post requires a social work qualification, registration with Social Work England and an enhanced DBS – which will be reviewed every three years.
- For qualification requirements, see person specification - evidence will be required prior to commencing the role.



Person specification			
Post title	Quality Improvement Lead	Grade	Grade N / SCP 36-37
Service Area	Safeguarding and Quality Improvement		

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bind over orders received in the last 12 months *****

Criteria	Essential Requirements	* M.O.A
Skills, Knowledge, Experience		
1	Knowledge and experience of quality improvement, quality improvement and safeguarding issues and priorities from both a national and local perspective	A/I
2	Excellent verbal and written communication skills including the ability to prepare reports	A/I
3	Detailed understanding of relevant statutory frameworks for adult social care, children’s social care and providers of community care services	A/I
4	Ability to analyse complex information and make judgements and decisions independently and the ability to communicate highly complex, sensitive or contentious information across a range of staff groups and/or agencies clearly in a variety of settings.	A/I
5	Evidence of effective networking with partner agencies and provider services across adults’ and children’s social care	A/I
6	Ability to establish and implement performance management systems including self-assessments and audits	I
7	Experience of working with regulatory bodies	I
8	Evidence of support and challenge to promote good practice and quality standards in all adults’ and children’s social care services	I
9	Effective negotiation and influencing skills	I
Personal attributes and circumstances		
10	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	A/I
11	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	A/I
12	A demonstrable willingness to share information and work with other people.	A/I
13	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping	A/I



	and supporting others where you can		
Communication			
14	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.		
	Competencies [Behaviours]	Definition for this role	
15	Safeguarding	Collaboratively and proactively seeks to safeguard adults and children, drawing on a wealth of knowledge and sound judgement to protect adults and children from abuse, neglect and poor quality care, ensuring that appropriate and timely action is taken when necessary. Demonstrates effective risk management skills and decision making, and the ability to robustly challenge where services do not meet the required statutory or contractual standards.	A/I
16	Leadership and Management	Is clear about objectives and responsibilities, assumes accountability and inspires others by acting with integrity and role modelling BEST* values. Drives service improvement and actively tackles poor performance. Plays an active part in building and motivating teams, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and empowers staff.	I
17	Relationship Building	Successfully develops and maintains effective relationships with senior colleagues, external agencies, providers, adults with care and support needs and their families and carers - demonstrating effective interpersonal skills in dealing with people at all levels and from a wide range of backgrounds.	A/I
18	Influencing, Persuasion and Credibility	Successfully persuades and influences individuals and groups at a range of levels on issues of complexity and sensitivity. Uses themselves, their knowledge, experiences and skills by employing a range of techniques to achieve acceptable solutions and compromise. Employs active listening skills.	I
			I



19	High level written and communication skills	Communicates effectively across a range of contexts and settings, including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to needs of the audience and checking understanding. Ability to understand and interpret complex written reports and policy documents, including the ability to evaluate the arguments.	
20	Organisation and Planning	Ability to plan and manage work to optimise resources available, ensuring timescales and budgets are met. Ensures robust procedures and practice are in place to meet performance objectives as well as statutory and contractual obligations. To have a demonstrable commitment to quality improvement and assurance and maintaining accurate, up to date and accessible records.	I
21	Valuing diversity	Shows respect and understanding of diversity and values individual difference. Treats all people fairly and equally respecting race, religious, belief, gender, age, disability, sexual orientation, appearance or position. Proactively seeks to reduce health and other inequalities of disadvantaged groups and acts to raise awareness of the benefits of diversity and build active commitment to ensure equality of opportunity.	I
Qualifications & Training			
22	Is a registered and qualified Social Worker.		A/I
Health and safety			
23	Ability to ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.		I



***Method of assessment (*M.O.A)**

A = Application

C = Certificate

E = Exercise

I = Interview

P = Presentation

T = Test

AC = Assessment centre

***BEST: B – Belief, E – Excellence, S – Success, T – Trust**



We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet all the necessary criteria of the person specification.

Date	Approved by authorised manager	Designation
01/10/2020	Paul Dalby	Head of Service Safeguarding Adults & Quality Improvement

Where the post involves working with children and adults with care and support needs, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children/adults, including:

- **Motivation to work with children, young people and adults**
- **Ability to form and maintain appropriate relationships and personal boundaries with children, young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**



Conditions of Service

Post	Quality Improvement Lead
Employment status	Permanent
Grade	Pay Band N / Scp 36 - 37
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Hours of work	36 hours per week
Salary	£39,880 to £40,876 (pro-rata for part time) (check if any bar on career progression)
Basic annual leave	194.4 hours per annum, pro rata for part time staff
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	The Council is a recognised 'Investor in People' and encourages training and development for all employees.
Pension	You are automatically entered into the Local Government Pension Scheme, unless you elect not to join. Employees with contracts of employment of less than three months are not eligible to join the scheme. Contributions rates are dependant on salary as per the contribution rates shown below.
Childcare vouchers	The Council is in partnership with a childcare voucher provider, Sodexo who offer existing members a salary sacrifice scheme. However, due to government changes the childcare voucher scheme closed to new entrants in October 2018. Therefore if you were not an existing member of Sodexo prior to October 2018, you will not be eligible to join. There is a government alternative to the Childcare Voucher Scheme called Tax Free Childcare. Further information can be found on the Government website.
Car status	Casual
Disclosure	The post is subject to a Disclosure and Barring check. You must ensure that you complete Section 8 of the application form. If you fail to do so your application will not be considered. Having a criminal record will not necessarily prevent you from being appointed to the post.



Pension contribution rates

The table below sets out the contribution bands which will be effective from 1 April 2020. These are based on the pay bands for **2020/2021**, with the result rounded down to the nearest £100.

	Pensionable Pay for an Employment	Main Section	50/50
		Gross Contribution	Gross Contribution
1	£0 - £14,600	5.50%	2.75%
2	£14,601 - £22,800	5.80%	2.90%
3	£22,801 - £37,100	6.50%	3.25%
4	£37,101 - £46,900	6.80%	3.40%
5	£46,901 - £65,600	8.50%	4.25%
6	£65,601 - £93,000	9.90%	4.95%
7	£93,001 - £109,500	10.50%	5.25%
8	£109,501 - £164,200	11.40%	5.70%
9	£164,201 or more	12.50%	6.25%

The pay ranges in the **Contribution rate** column of the table is increased on the 1st of April each year by applying the rate of pension increase applied to public sector pensions on the 1st of April that year and rounded down to the nearest £100.

If an active member has a permanent material change to his or her terms and conditions of employment which affects his or her pensionable pay, the employer may determine a different contribution rate to reflect that new annual pensionable pay. This can be either an increase or a decrease.



Exempted posts – Disclosure & Barring Service (DBS) disclosure

Knowsley Metropolitan Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

Certain posts are subject to a Disclosure & Barring Service check due to the nature of the work being undertaken. All candidates who are successful at interview for one of these posts will be asked to complete an application form for a 'disclosure' check by the Disclosure & Barring Service before the appointment is confirmed.

Whilst the council supports the rehabilitation of ex-offenders, it is obliged in the recruitment of all employees to use an Exemption Order of the Rehabilitation of Offenders Act 1974 in order to ensure safe recruitment to posts where working with children, vulnerable adults or other positions of trust are involved. If you apply for a post that is subject to a disclosure, you will be advised in the recruitment job pack.

Having a conviction or a record of some type of unacceptable behaviour **would not** necessarily bar you from being appointed to the post as any decision to employ will be considered on the individual circumstances of each case.

If you are in doubt about what you should declare, you can ask advice from a member of the Human Resources Division 0151 443 3434.

Further information about the Disclosure & Barring Service, including how information is assessed in line with the Rehabilitation of Offenders Act 1974 can be found on their website: www.crb.gov.uk

Safeguarding

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline



Equality and Diversity sub groups

Knowsley Council has six established sub groups to support the equality and diversity agenda, details below.

The groups are supported by the Equality and Diversity Manager, Paul Peng who can be contacted on 443 3073.

Knowsley Black and Minority Workers' Group (KBMWG)

The group's vision is to 'promote respect and value diverse cultures within Knowsley', and they are committed to challenging all forms of discrimination, racial harassment and bullying to promote race equality in employment and in the delivery of services.

Disability workers' group

This group meet to discuss issues surrounding disability within Knowsley. The council recognises that people are disabled by society and not their impairment. The group advises on all policy and procedure. They also provide a networking opportunity across the groups to discuss common issues and link with similar employee forums in other local authorities.

Knowsley Carers Forum

The group provides drop-in sessions for people who are carers. More and more of our workforce are juggling work and caring for someone they love. This can be a difficult time. The group aims to offer information and support.

Knowsley Lesbian, Gay, Bisexual and Transgender Forum

The group aims to promote the council positively as an employer which is supportive of the LGBT workforce, as well as promoting LGBT within the larger community.

It acts as a consultation forum on new and existing policies and strategies and participates within equality impact assessment processes with the view to improving and influencing change. Through the group there is a robust and systematic process for exchanging ideas, problem solving and information sharing, this then raises awareness and reduces discrimination within the workplace.

Knowsley Multi-Faith and Belief Group

The group is a welcoming and caring community of people who value faith and belief in the workplace, and meet to explore and express these values and provide opportunities for others to do so.

Our aims are to:

- Celebrate and increase the appreciation of faith and belief in the workplace.
- Offer support and community to colleagues who have a personal faith or who are seeking to explore their beliefs.
- Challenge prejudice and inappropriate behaviour in relation to faith and belief in the workplace, where necessary.



Knowsley Council

Women's operational workers' group

The group's primary focus is the consideration of women's equality issues relative to every aspect of employment and service delivery.

It provides advice and guidance which contributes to the Equality and Diversity agenda of Knowsley Council, particularly as women make up the majority of the total workforce.

The Women's Operational Workers' Group provides feedback in relation to council policies, procedures and strategies to the equality and diversity implementation group. The group also promotes International Women's Day.

Equality and diversity information is available to view on [Knowsley MBC](#)

<https://www.knowsley.gov.uk/your-council/policies,-plans-and-strategies/people/equality-diversity>