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## Your job

**Job Title: Placement Quality Officer**

**Service: Prevention Early Help and Sufficiency, Children and Families**

**Grade: G8**

**Reporting to: Commissioning Service Manager**

Working within the LAC Commissioning and Placement Team, Placement Quality Officers will work across Children's Social Care – Provider Services which includes, placement commissioning, fostering services, ATOM, internal children's residential Homes, respite provision and external providers to ensure that we source the best value and quality placements for children and young people in Wigan.

They are key to ensuring that the LAC placement market is diverse, challenged and supported with a positive customer experience where quality is the driving force behind all interactions. The Officer will be part of an experienced team that nurtures, supports and challenges the quality of the local placement market through established relationships based on trust and transparency whilst holding a different conversation with children, young people and families in receipt of services to understand their aspirations, expectations and experiences.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

In the next 12 months, you will:

- Lead on developing and maintaining Quality Assurance and Contract Compliance processes.
- Lead on Quality assurance and compliance visits for high risk placements/providers.
- Liaise closely with the Service Manager for Residential Services & ATOM, the Responsible Individual around compliance to the Children's Homes Regulations and Quality Standards.
- Respond to and have oversight of remedial action plans for providers issued through regulatory sanctions or ISP's (information sharing protocol).
- Lead on the development and review of outcome focused IPA's (Individual Placement Plan) and placement reviews including high cost and unregulated placements.
- Support market shaping activities through sourcing and developing new provisions.
- Develop and review quality requirements for commissioning activities.

On an ongoing basis you will:

- Promote an asset-based child centred approach with a focus on our priorities: Permanence, Practice, Partnership and People.
- Support the creation of an environment of support and encouragement that is clear, fair and enabling a confident and professional team culture.
- Support implementation of strategic and service improvement plans for commissioning strategies and any associated action plans, in accordance with the agreed priorities of the team, service and organisation.
- Support the team to undertake and co-ordinate business as usual commissioning activity, which may include data analysis, project management of work streams, contract monitoring, service or pathway reviews.
- Support the development and implementation of specified change projects, as identified by Senior Commissioning Managers, including

obtaining, analysing and reporting on complex activity and finance information.

- Ensure that safeguards are in place to protect vulnerable children and young people and that the application of safeguarding policies and procedures is robust
- Support all aspects of quality assurance linked to the commissioning and contract cycle.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- Relevant professional qualification or considerable experience of quality assurance and contract monitoring of the children's health and social care market.
- Good knowledge and a clear understanding of commissioning and procurement regulations
- A good knowledge and understanding of the Children's Act, legislation, best practice guidance and key national policy drivers.
- A good understanding of the external provider market in Wigan and the importance of the market oversight and quality assurance function.
- A good understanding of Working Together to Safeguard Children.
- A good understanding of effective performance management tools, policies and procedures.
- The ability to work across Children's Social Care Services in Wigan including residential homes, fostering, respite provision.
- Excellent interpersonal skills with and ability to develop trusting relationships to mitigate risk.
- The ability to work on own initiative, evaluate and exercise sound judgement before reaching decisions over a broad area of activity
- The ability to multitask working on a variety of different work streams and delivering outcomes in short timescales
- Ability to produce clear achievable plans and ensure their effective implementation

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

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| <b>Be Positive</b>    | “ Take pride in all that you do and support and develop yourself and others. ”           |
| <b>Be Accountable</b> | “ Be responsible for making things better, enabling change and supporting improvement. ” |
| <b>Be Courageous</b>  | “ Be open to doing things differently and working collaboratively with others. ”         |
| <b>Be Kind</b>        | “ Be helpful, generous and thoughtful towards yourself and others. ”                     |