

JOB DESCRIPTION

Job Title	Quality, Performance and Review Coordinator
Department	Social Work
Responsible to	Operations Manager

Overall Purpose and Aim of Role:

To provide a flexible, effective and strategically planned quality, performance and review service in line with statutory and agency requirements and Key Assets values, purpose and pledges.

Quality, Performance and Review Service

- Co-ordinate and complete the review of approval process for foster carers and prepare carer review reports.
- Scrutinise all renewal assessments and reviews for compliance with regulations, Key Assets' policies and procedures and best practice guidance.
- Ensure that a training needs analysis of carers is completed and reviewed in line with the review process.
- Co-ordinate and manage the complaints procedure and register ensuring compliance with agency policy.
- Co-ordinate and supervise the quality and safeguarding performance of Key Assets in accordance with the specific legislative framework, the Shared Care Service Specifications, MSD Standards for Approval, Key Assets policies and procedures and best practice guidance.
- Ensure that all elements of Corporate Business Risk are audited, monitored, evaluated and that appropriate steps are taken in response to the management of risk.
- Co-ordinate Police and MCOT checks, change of circumstances and maintain licencing requirements in the regulation of care.
- Be responsible for the interface with Fostering Kids ensuring carers have access to professional guidance and support in line with Key Assets Policies and Procedures when independent support is required.
- Take a lead role in the implementation and monitoring of the Ministry's new National Care Standards.
- Take a lead responsibility in ensuring that actions deriving from internal audits and external approvals inspections are implemented with the endorsement of the local management team and in line with the CEO's strategic priorities.
- At regular intervals review the Operational policies and procedures to ensure on-going compliance with legislative and practice changes.
- As a senior staff member take a lead on the allegations process and provide practice advice and support to the Social Work team and co-ordinate action plans arising from allegations investigations and outcomes, including co-ordination of the review of approval.
- Provide training to staff and carers on allegations and ensure policies and procedures are reviewed, are updated and current.

Staff Management Responsibility

- Where reviews are outsourced supervise contractors and staff members who have responsibility for the completion of reviews of approvals in order to ensure that carers ongoing suitability to foster is scrutinised in line with Regulations, Policies and Procedures and best practice guidance

Business Management

- The QP&R Coordinator will be expected to participate in Key Assets management team meetings.
- Attend Ministry and sector meetings when required.
- Be the identified Privacy Officer for the organisation
- Ensure that the outcome actions of Corporate Risk Management are fed into the Continuous Improvement strategy.
- Through consultation with key stakeholders, organise, plan, deliver and coordinate the local Corporate Risk strategy that will meet the safeguarding needs of Key Assets, preserves the Company's reputation that will be set by the Board and the leadership team/business plan and is placed within the broader context of the strategic plan.
- Develop key performance indicators to manage compliance and evaluate progress against the Corporate Risk Management strategy ensuring that the absolute priority of safeguarding children is constantly and consistently maintained.
- The QP&R Coordinator will evaluate the output of the corporate risk strategy on a monthly basis. This should will include an evaluation of processes, people and systems, inputs, outputs and outcomes and produce statistical information to evidence targets obtained.

This will include:

1. Timescales within the review process linked to organisational targets,
 2. Evaluation of the performance of those completing foster care reviews.
 3. Report on trends or themes in relation to critical incidents received and/or complaints.
- To be responsible for supplying information to the CEO in preparation for the monthly reporting.
 - To be responsible for the management of the outcomes of all customer service issues, complaints and investigations and will advise the CEO on the completion of any identified actions that arise from such outcomes and any key themes that impact on the company's corporate risk strategy.
 - Working with the Operations Manager, Recruitment and Panel Manager and Team Managers to work collaboratively across the organisation with peers/colleagues on the completion of identified actions that arise from any such outcomes and key themes that impact the corporate risk strategy
 - The QP&R Coordinator will ensure compliance with safeguarding and allegations procedures, throughout all work within the Agency, keeping the CEO informed of work in progress and inform the CEO immediately of any allegation matters or serious complaints.

The role will involve frequent travel throughout New Zealand and stays away from home. This role may involve some travel to Australia.

Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values, purpose and pledges
- The post holder will be expected to work respectfully within the Treaty of Waitangi and support the development of culturally competent practice, recognising the position of Maori as tangata whenua
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Maori, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.
- The role will involve frequent travel across New Zealand and could include stays away from home.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION
Quality Performance and Review Coordinator

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
Education/Qualifications						
<ul style="list-style-type: none"> Hold a Social Work qualification as recognised by the Aotearoa New Zealand Association of Social Workers (ANZASW) or equivalent body 	Essential	✓	✓			✓
Experience/Training						
<ul style="list-style-type: none"> Must have a minimum of five years' experience of family placement and/or child safety services 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Evidence of at least two years' supervisory experience 	Desirable	✓	✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office 	Essential		✓		✓	
<ul style="list-style-type: none"> Demonstrable experience of Foster Carer Recruitment 	Desirable		✓	✓		
<ul style="list-style-type: none"> Experience of assessment and approval of Foster Carers 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of Policy review and development 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience in Quality Assurance 	Essential		✓	✓		
Knowledge						
<ul style="list-style-type: none"> A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding good practice and the Safeguarding of children 	Essential		✓	✓		
<ul style="list-style-type: none"> A comprehensive knowledge of all policies and procedures in relation to Safeguarding children 	Essential		✓	✓		
<ul style="list-style-type: none"> A comprehensive knowledge of the foster care application, assessment and approval process 	Essential		✓	✓		
<ul style="list-style-type: none"> A comprehensive knowledge of management information systems and related I.T. functions 	Essential		✓	✓		
<ul style="list-style-type: none"> A comprehensive knowledge of the Foster Carer Review process 	Desirable		✓	✓		
<ul style="list-style-type: none"> Understanding of the importance of a complaints procedure 	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> A comprehensive Knowledge of the role of other agencies, in particular Health, Social Services and Education 	Essential		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Ability to work with a degree of autonomy, in a flexible and creative manner, within the agencies policies and procedures 	Essential			✓		
<ul style="list-style-type: none"> Ability to meet and exceed quality performance targets 	Essential			✓		
<ul style="list-style-type: none"> Ability to communicate at all levels, negotiate, mediate and build effective relationships with a wide variety of stakeholders 	Essential			✓		
<ul style="list-style-type: none"> Be able to demonstrate effective communication in writing 	Essential		✓	✓		
<ul style="list-style-type: none"> Must be able to work under pressure and prioritise workload 	Essential		✓	✓		
Miscellaneous						
<ul style="list-style-type: none"> Willingness and ability to work flexibly including weekend, early morning and evening work as necessary 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to travel extensively on a variety of road systems, including occasionally residing away from home when needed or necessary 	Essential			✓		
<ul style="list-style-type: none"> Must possess a full and valid driving licence* 	Essential		✓	✓		
<ul style="list-style-type: none"> Be prepared to seek advice where necessary 	Essential			✓		
<ul style="list-style-type: none"> A commitment to Equal Opportunities in all work practices 	Essential			✓		
<ul style="list-style-type: none"> Must satisfy National Police Check, MCOT & other check requirements as required 	Essential			✓		
*Company Car Provided						

Key Assets makes use of the National Police Criminal Records check which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.