

QA & Panel Advisor Job Description



Reports to: Head of Adoption

Direct reports: Business Support Team Manager, Panel Chair

The Role

The QA and Panel Advisor has a key role in the adoption service, with overall responsibility for quality assurance and management of the adoption panel process.

The post holder will:

- Advise on Quality Assurance issues
- Be the professional advisor to PACT's adoption panel
- Quality assure reports produced by PACT
- Brief PACT's Agency Decision Maker on panel matters
- Provide liaison between the Adoption service and panel

Key Tasks

O	Quality assure reports being prepared by PACT for panels or for regulatory requirements ensuring they meet the necessary standards and that all relevant papers are available
O	Advise on quality assurance issues across the adoption service, developing and implementing systems to support this task
O	Act as professional advisor for PACT's panels regarding panel procedures and practices, the impact of any recommendations made by the panel, and all relevant current and proposed Government legislation and guidelines
O	Ensure that the panels undertake reviews of practice and outcomes as required consistent with regulation and guidance
O	Be the main reference point for staff concerning panel's policies, procedures, expectations and outcomes
O	Be the main reference point for staff and contractors concerning the production of high quality reports that are of a consistently high standard
O	Assist the Head of Adoption in consultation with the panel Chairperson, with the appointment, termination and performance monitoring of panel members
O	Be responsible for the induction programme for new panel members, and in partnership with the panel Chairperson, for panel developmental / training days

O	Be responsible, with the panel Chairperson, for ensuring that applicants and workers attending panel are treated with respect and all questions / matters raised are appropriate and managed sensitively and that feedback is collected, analysed and fed back to panel and key staff
O	Be responsible, with support from the Panel Administrator, for the smooth and timely running of panels
O	To support the panel chairperson in providing six monthly quality assurance reports for the Trustees on the work of the panel and the quality and timeliness of reports presented to panel
O	Be responsible, with support from the Panel Administrator, for ensuring the panel process is completed to the point of decision making and all outcomes are recorded on CHARMS along with the final versions of amended and signed documents
O	Be responsible, with the panel Chairperson, for the performance monitoring of adoption panel members, including annual appraisals
O	Work with the Panel Administrator to ensure the Agency Decision Maker receives high quality and accurate final minutes in a timely manner to ensure all decisions are made within 7 working days of panel or as soon as possible in cases that require this for specific reasons as laid out in regulations
O	Work with the Departmental Management Team to ensure agreed quality standards and frameworks are maintained, evaluated and implemented across the teams. To lead on mock inspections and regular audits
O	Work with the Departmental Management Team as the lead to ensure all requirements for Ofsted registration and inspection are achieved and actions plans are delivered as necessary to address gaps
O	To lead on the delivery of the Ofsted readiness plan for the adoption service and to co-ordinate the agency's Quality Improvement Programme
O	Be responsible for the collation, analysis and communication of user satisfaction forms and data
O	Be the lead in the department for maintaining the operational policy and procedure framework
O	Be the lead in the department for developing and maintaining an audit process and system
O	Be responsible for responding to complaints and ensuring actions are undertaken in accordance with PACT's complaints policy and procedure
O	Ensure all duties undertaken support the department in achieving KPIs as laid out in the business plan
O	Undertake any other duties deemed commensurate with this post as directed by the line manager

O	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	Safeguard and protect children and vulnerable adults in accordance with PACT's Policies and Procedures at all times.

Person specification

Essential Attributes	
O	A recognised social work qualification, along with substantial post qualification experience, ideally at a senior social worker or manager level
O	Excellent knowledge and comprehension of child care legislation, regulation, guidance and minimum standards, particularly relating to adoption
O	Excellent knowledge of social care procedures and working practices
O	Excellent assessment and quality assurance skills. Able to challenge constructively in order to achieve and retain outstanding standards at all time
O	Effective written and verbal communication skills
O	Able to work without direct supervision to ensure that PACT's adoption panel meet requirements
O	Ability to work in partnership with colleagues, panel members, and other professionals
O	Excellent time management and organisational skills, proactive and forward thinking, able to respond flexibly to the demands of the post, to prioritise and manage deadlines
O	Effective listening skills
O	Enhanced DBS check

Desirable Attributes	
O	Experience of working in the voluntary/non-governmental sector
O	NVQ Level 5 in Management or equivalent or be willing to begin working towards this within six months of appointment