



# HM Prison & Probation Service

## HQ Job Description (JD)

### Band 6

#### Directorate: Rehabilitation and Assurance

### Job Description – Quality and Effective Practice Associate

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<b>JD Evidence</b>	

## Job Description

<b>Job Title</b>	Quality and Effective Practice Associate
<b>Directorate</b>	Rehabilitation and Assurance Directorate
<b>Band</b>	6

<b>Overview of the job</b>	<p>The role of the Quality and Effective Practice Associate requires advanced theoretical, practical and procedural knowledge and skills in the delivery of accredited programmes. The Quality and Effective Practice Associate undertakes aspects of the Quality Assurance process for all Accredited Interventions delivered nationally and where Quality Assurance processes are part of commercial provision outside of the UK.</p> <p>The role is based at HMPPS Headquarters and the job holder will be expected to be based at one of the following locations: London, Wolverhampton or Newbold Revel. Depending on the experience and work location of the post holder, there is opportunity to line manage an Effective Practice Assistant.</p>
<b>Summary</b>	<p>Accredited interventions are carried out in varying contexts, including HMPPS prison and probation sites, and commercial settings. Delivery must comply with CSAAP and HMPPS governance standards and targets. The role of the Quality and Effective Practice Associate is to assess delivery practice across our range of programmes and settings. The post holder will provide detailed reports of individual site practice, including strengths and areas to develop in order to best maintain and develop programme integrity.</p> <p>Reporting to the Quality and Effective Practice Specialist the post holder has responsibility for:</p> <ul style="list-style-type: none"> <li>• Quality Assurance of accredited interventions in custody, community and commercial settings.</li> <li>• Provision of bespoke support and guidance to delivery sites.</li> <li>• Contribution to the project work of the Quality and Effective Practice team.</li> </ul>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Contribute to the ongoing development of the Interventions Integrity Framework to ensure it meets the needs of HMPPS.</li> <li>• Contribute to the Quality Assurance process of all accredited interventions delivered in custody, community and commercial settings. This includes evaluating a range of evidence in order to understand site level practice.</li> <li>• Produce timely, high quality and evidence based reports on your findings for a site. These will include strengths and developments required to maintain programme integrity, in line with relevant theoretical frameworks and knowledge of best practice.</li> <li>• Provide guidance to sites about how to maintain and improve programme integrity, in line with current knowledge of best practice.</li> <li>• Where required, take part in site visits to validate, feedback or offer support.</li> <li>• As directed by Head of Quality and Evidence Based Outcomes, carry out Quality Assurance reviews outside of your area of responsibility to ensure that schedules are maintained at all times.</li> <li>• Feedback the findings to the Quality and Effective Practice Specialists to contribute to overall site evaluation.</li> <li>• Ensure feedback from the Quality Assurance process is collated and accurately formatted for presentation to CSAAP when required and within the allocated timescales.</li> </ul>

	<ul style="list-style-type: none"> <li>• Gate-keep the Quality Assurance reports produced by others. This includes offering and providing peer coaching and mentoring support.</li> <li>• Provide information to the Head of Quality Assurance regarding appeals arising from Quality Assurance reviews within required timescales. Support communication of the Quality Assurance review results, appeals, responses and recommendations with sites. Carry this out in a supportive, positive manner, jointly agreeing any improvement plans.</li> <li>• Is a subject matter expert for Quality Assurance reviews of accredited interventions and therefore advises others on principles and applications. This includes liaison with Policy Units and Clinical teams on joint matters regarding Quality Assurance and support.</li> <li>• Maintain a high level of understanding of all accredited programmes ensuring that programme specific and general theoretical knowledge is kept up to date at all times.</li> <li>• As directed by the Head of Quality Assurance, undertake appropriate stakeholder engagement work in the preparation and delivery of Quality Assurance reviews. This will include working collaboratively across the Prison and Probation Service with Chief Executives, Governors, Programmes staff and Providers as an ambassador for accredited interventions. Also includes working closely with national agencies promoting better working practices.</li> <li>• Contribute information to responses to parliamentary and ministerial questions/ briefings as required.</li> <li>• Responsible for helping to collate and review data to feed into monthly performance monitoring procedures as required.</li> <li>• Contribute to the development and delivery of any training courses, briefings and communication activities associated with the Quality Assurance of accredited interventions. This includes presenting updates and changes to key stakeholders, including Chief Executives, Governors, Programmes staff and Providers. Participates in sharing good practice and any lessons learned events.</li> <li>• Responsible for designing and co-ordinating the delivery of Professional Practice Forums (PPFs) to respond to the issues identified nationally within Quality Assurance. To evaluate PPFs and feedback results via the quality of delivery group to aid their continual development.</li> <li>• Input to information/data gathering arrangements and systems in place to effectively capture Quality Assurance data. Undertake analysis work required to identify trends, non-compliance and escalating risks. Use trends identified from Quality Assurance reviews to inform policy review, future work and the sharing of good practice. This includes compiling reports/correspondence, for the Head of Quality Assurance as required.</li> <li>• Where allocated, and within designated timescales, carry out any specific tasks identified by the Head of Quality Assurance, including leading on special projects.</li> <li>• Responsible for providing leadership for Evidence and Effective Practice Assistants in line with the Leadership Qualities Framework. This includes providing line management, coaching, mentoring and personal support</li> </ul> <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
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<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Making effective decisions</li> <li>• Delivering at Pace</li> <li>• Communicating and Influencing</li> <li>• Working Together</li> </ul>
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<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Advanced theoretical, practical and procedural knowledge/experience of HMPPS accredited interventions. This must be evidenced by experience in the delivery of Interventions in HMPPS.</li> <li>• Advanced knowledge/experience of the Interventions Integrity Framework. This may be evidenced by experience in the delivery of Interventions in HMPPS.</li> </ul>
<b>Technical Requirements</b>	
<b>Ability</b>	<ul style="list-style-type: none"> <li>• Must be able to communicate effectively with key stakeholders at all levels using verbal and written methods.</li> <li>• IT and report writing skills are required at a level appropriate to the post, i.e. can prepare Quality Assurance reports that are clear, professionally written and motivational.</li> </ul>

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	<p><i>Leave Blank</i></p> <p><b>To be used by the JES Team only</b></p>
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## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Making Effective Decisions	Choose an item.	Must be able to communicate effectively with key stakeholders at all levels using verbal and written methods.	Advanced theoretical, practical and procedural knowledge/experience of HMPPS accredited interventions. This must be evidenced by experience in the delivery of Interventions in HMPPS.	
Delivering at Pace	Choose an item.	IT and report writing skills are required at a level appropriate to the post, i.e. can prepare Quality Assurance reports that are clear, professionally written and motivational.	Advanced knowledge/experience of the Interventions Integrity Framework. This may be evidenced by experience in the delivery of Interventions in HMPPS.	
Communicating and Influencing	Choose an item.			
Working Together	Choose an item.			
Choose an item.	Choose an item.			
Choose an item.	Choose an item.			
Choose an item.	Choose an item.			