

Job Profile

Position Details	
Post	IRO CP Service Manager, Safeguarding & Quality Assurance (IRO)
Service Area	Safeguarding and Quality Assurance/Children's Services
Reports to	Head of Service, Safeguarding and Quality Assurance
Grade	PO8
Job Family	Children's Services

Role Purpose
<p>The primary functions of the role are to:</p> <ul style="list-style-type: none"> Strategically and operationally lead the safeguarding agenda within the council and across the partnership identifying areas for improvement and striving to ensure outstanding services are provided for children and their families. Hold accountability for ensuring that protecting and providing safe and stable childhoods for children in public care remains the highest priority. Be responsible for the timely and proportionate response to risk to children in need of help and protection in line with London Child Protection Procedures, Working Together to Safeguard Children, Care Planning, Placement and Case Review regulations. Lead interagency work and contribute to the LSCB and Corporate Parenting Board to drive change and constant progress so that children and families get the very best help and support. Directly line manage a group of Independent Reviewing Officers and together with them design and implement intelligent measures to assure the quality of practice and effective throughput of work. Actively lead in the delivery of our Signs of Safety & Relationship based model of practice by influencing the way we help children and families in making meaningful and sustainable change. Establish and maintain a highly valued position of influence within the organisation and being recognised for extensive knowledge and skills in safeguarding children in need of help and protection from different backgrounds.

Main Responsibilities
<ol style="list-style-type: none"> Be accountable to ensuring the highest professional standards and professional conduct by fostering an environment that promotes rigour through self-reflection, debate and challenge.

2. Lead on holding an expectation that decisions are interrogated and underpinned by theory and best evidence and that they contribute to the goals of the child and family.
3. Demonstrate optimistic behaviour and build positive relationships with children and families and other professionals. Lead by example, showing integrity, creativity, resilience and clarity of purpose. Be visible and accessible to all staff, children and families. Promote a culture where poor practice can be challenged stakeholders can feel safe to raise concerns including whistleblowing.
4. Prioritise budgets in order to meet demand and ensure quality of service provision. Confidently illustrate the relationship between efficiency, child outcome and financial flexibility so that services can respond to changing need and risk.
5. Champion our Signs of Safety Social Work practice framework in assessing and intervening in reducing risk to children at risk of harm and set an expectation that this framework is applied to practice.
6. Secure excellent practice through an analytical understanding of different patterns of family functioning matched with service responses which are most likely to effect change for families, as well as support children in public care and young people leaving care.
7. Recognise the strengths and development needs of your staff, using practice observation, reflection and feedback mechanisms, including the views of children and families.
8. Invest available resources into staff and service development drawing on expertise of children and families.
9. Create an ethos within which staff are motivated and supported to be ambitious on behalf of children and families.
10. Use resources to the best effect and ensure mechanisms are in place to facilitate constant reflective thinking about the welfare of children and their families.
11. Build and develop influential and respectful partnerships between practitioners and partner agencies.
12. Pay attention to different structures, pressures, priorities and levers for influencing and shaping the thinking of others—particularly for children looked after and leaving care case-holding teams.
13. Lead in the application of an ethical approach to the exercise of authority, which develops and maintains relationships with families and professionals and ensures the protection of children.
14. Exercise statutory powers where social work assessment shows that families require help and support and children are at risk of significant harm, ensuring that actions are proportionate to risk.
15. Ensure the professional network identifies the logic by which children and families are functioning and use this as a basis for effective engagement. Take into account difference, the experience of discrimination and the impact of poverty.
16. Recognise the patterns of relationships between professionals, identifying where these are likely to compromise the welfare of families and the safety of children, taking immediate and corrective action.

17. Invite challenge and debate and be accessible to children, families and professionals. Work to maximise opportunities for children and families to make informed choices. Take into account difference, the experience of discrimination and the impact of poverty.
18. Set ambitious practice standards, instilling a strong sense of accountability in staff for the impact of their work on the lives of children and families. Establish rigorous, fair and transparent processes for managing the performance, including accurate measures of practice through direct observation. Create a culture in which excellent practice is expected and celebrated, critical incidents handled with grace and discipline, and there is authentic commitment to protecting children and supporting families.
19. Explain to practitioners the full legal, regulatory, procedural and performance framework within which they operate and be accountable for their work within it.
20. Devise and implement systems which both demonstrate effective practice and trigger immediate corrective action where necessary. Produce and utilise data to understand current demand, historical patterns and likely future trends. Scrutinise system performance and devise and implement effective and timely improvement plans.
21. Strike a balance between employing a managerial, task-centred approach and an enabling leadership style to achieve efficient day-to-day functioning.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Social work qualification and post-qualifying experience as a manager in a statutory social work setting that includes management of high-risk cases and care planning.	E
Experience in effectively carrying out the key legal powers and duties to support families, protect children and look after children in the public care system.	E
Demonstrated experience at a management level of working with a high level of social complexity and risk of harm within a statutory system, including children who are at risk of suffering or have suffered significant harm.	E
Experience of inter-agency working at a strategic and case specific level.	E

Meet the requirements of the Department for Education <i>Knowledge and skills: practice leaders and practice supervisors'</i> statement	E
Engage staff, children and families and the wider partnership in constructive thinking about the future, communicating the strategic vision in a way that inspires, motivates and encapsulates the organisational commitment to supporting families make meaningful and sustainable change.	E
Up to date, working knowledge of relevant law and regulation	E
Ensure that practice staff are ambitious for children and families and that the long-term and life-long consequences of decisions are fully considered at all stages of planning and review.	E
Ensure that children and young people's expectations are met where possible and any disappointment sensitively acknowledged and sufficiently addressed.	E
Champion the organisation's practice framework (Motivational Social Work) in assessing and intervening in reducing risk to children at risk of harm and set an expectation that this framework is applied to practice—training will be provided.	E
Outcome of how local children, families and professionals play an active role in assessing the quality of services received and developing ideas for service and staff development.	E
Use of established processes to consistently check on the safety and wellbeing of children, ensuring that identified risks are managed and new risks identified, assessed and addressed. Ensure methods and tools used are based on the best evidence, that progress is frequently reviewed and that the social work plan is adjusted accordingly.	E
Make sound and complex decisions under high pressured, fast paced conditions, striking a balance between speed and depth of thought	E
Chair meetings that enhance the understanding of the child's needs, gathers and analyses relevant information to arrive at decisions that promote the child's safety and wellbeing.	E
Establish available capacity so that work is allocated appropriately across the staff group and ensure best use is made of resource, ability, interests and ambitions.	E
Enhance recording processes to provide the full analysis underpinning decisions, making sure the rationale for why and how decisions have been made is comprehensive and well expressed.	E
Draw on and share best practice within local and national contexts. Implement communication channels with children, young people, families and other professionals inviting critical feedback and ideas for improvement. Respond	E

thoughtfully and proactively to complaints and mistakes, creating learning opportunities for self, staff and the organisation	E
Use supervision processes to challenge the balance of authoritative intervention and collaborative engagement to determine how current practice is achieving the best long-term outcomes for children and families.	E
Lead interagency work and contribute to Corporate Parenting Board to drive change and constant progress so that children and families get the very best help and support.	E
Demonstrated commitment to providing a service which respects children and young people's rights.	E
Ability to deal with difficult situations including complaints and conflict between carers and young people.	E
Ability to that the help delivered to children and young people is child centred. services are delivered.	E
Ability to adhere to the Council's Dignity for All policy.	E
This role requires registration and good standing with the Health and Care Professions Council (HCPC) and satisfactory enhanced clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB).	

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Service Manager, Business Manager and service colleagues 2. Social Workers and Managers across CYPS 3. Other professionals within the CYPS and other Council departments eg: Legal Services 4. External multi-agency / disciplinary partners eg: Health, Education and Police 5. Other Local Authority staff 6. Voluntary and Third Sector Organisations 7. CAFCASS 8. LSCB <p><u>Other Information:</u></p> <p>The post holder is expected to:</p>

- ✦ ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
- ✦ be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- ✦ carry out their responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).
- ✦ carry out their duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- ✦ ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- ✦ adhere to the standards of conduct, performance and ethics of the Health and Care Professions Council.