

## Job Description/Role Profile

| Position Details    |   |
|---------------------|---|
| <b>Post</b>         | Case Progression and Assurance Manager  |
| <b>Service Area</b> | Children's Services (Safeguarding, Quality Improvement and Practice Service). |
| <b>Reports to</b>   | Principal Social Worker   |
| <b>Grade</b>        | P07   |
| <b>Job Family</b>   | To be completed by HR   |

### Role Purpose

- To be responsible to the Principal Social Worker, Children's Social Care, for all case progression, Court and legal processes and the performance management and quality assurance of all casework going through private and public law outline proceedings (including pre-proceedings). Particularly ensuring that any work entering the Court system is of the required standard and within prescribed timescales. The post holder will be instrumental in ensuring there is no delay in the decision-making journey of the child in pre proceedings and legal proceedings and that outcomes at Court are congruent to Local Authority objectives.
- To develop, implement, and monitor protocols, policies, procedures, practice, and integrated systems regarding all aspects of pre-proceeding and public and S7 private law work ensuring improved outcomes for children and the meeting of legal and best practice obligations. The key aim of the post is to improve the quality and timeliness of all cases presented to the Court ensuring best, and congruent, outcomes are achieved.
- To ensure the effective management of people, budget, services and legal and Court processes through forward planning, performance management and quality assurance and service user focussed thinking. Producing detailed high-quality reports regarding performance management and quality assurance and providing challenge to all social workers and managers regarding all aspects of case work in pre-proceedings and Court proceedings.

This role is essential in securing the best outcomes for vulnerable children and is responsible for driving best practice in all case work leading to Court proceedings regarding children and their families. It will ensure that all pre and care proceedings work is fully monitored and progressed to secure efficient, effective, economic, high quality client focussed service delivery within timescales. The postholder will work with social workers, team and service managers and the local authority legal department, and with partners (Courts and Cafcass etc) across the Family Justice System, to drive improvement and ensure all statutory duties and timescales are met and that Haringey delivery best practice in all their Court work and receive outcomes congruent to their aims. This will be achieved by robust performance management and quality assurance, the tracking of all cases and creating and implementing a challenging but supportive learning environment that will enable social workers to improve practice.

The post holder will be a dynamic, flexible, clear thinking, excellent communicator who is able to manage priorities and deadlines and develop and implement policies, procedures and practice ensuring excellence in service delivery through example and appropriate challenge.

### Main Responsibilities

- Work with senior leaders, managers, staff, and partners including the local authority legal department, to design, develop, implement and review policies, procedures, systems and practices that ensure robust, efficient, effective, economic, high-quality user focussed services that meet legal and best practice requirements. Specifically lead and ensure the development, implementation, and maintenance of an effective system to ensure that children's cases in pre-proceedings and in court proceedings are progressed in a timely manner and do not drift.

- Ensure robust performance management and quality assurance systems are implemented and reviewed and that all case work in pre-proceedings, PLO and/or S7 private proceedings is vigorously tracked and monitored and that all cases fully comply with policy, law and best practice. Specifically lead on identifying system, trends and issues that impede and delay case work and proceedings and develop and implement corrective action.
- Work with the Assistant Director, Managers and Social Workers to continuously develop and improve the performance management and quality assurance systems across the department and partnership ensuring they can respond to national, regional, local and Ofsted reporting requirements with specific reference to legal proceedings. Provide accurate and timely information that helps managers and social worker understand their performance.
- Maintain all necessary data including computerised records for administrative and statistical purposes within Children's Services and contribute to the development and review of management information systems in planning and monitoring Service activity. Ensure the collection and dissemination of detailed, accurate and timely data and that internal indicators and targets are fully met and that data can be used to drive service improvement. Specifically maintain detailed, accurate, contemporary data regarding all aspects of case management and progression in relation to cases in pre, court and post proceedings. Provide regular, detailed, clear, accurate performance and quality assurance reports regarding all aspects of performance.
- Develop and maintain strong and effective working relationships between the local authority and courts and with Cafcass
- Work with agencies across the Family Justice System to monitor measure and track trends incurred by all agencies to gain a view of the whole system and ensure it functions as effectively, efficiently and economically and be as user focussed as possible. Specifically work collaboratively with partner with managers, social workers, LB Haringey legal services, partners, and the Judiciary to ensure effective care planning and case progression for Haringey's children.
- Ensure court planning for children is effective and that completed within legal timeframes and that LB Haringey meets the 26-week timescale for PLO.
- Ensure strategies and tactics are implemented and maintained that identify cases that may be in danger of going out of timescale and ensure they can be brought back on track. Specifically monitor and review effective case progression and workload management ensuring performance management and quality assurance of case work is being maintained.
- Ensure systems are in place, correct processes are followed report on issues of none compliance ensuring a clear audit trail of what has been done and why.
- Work with managers. Social Workers and Legal Services to understand what progression is required for each case and ensure compliance with directions. Specifically ensure that all legal requirements are met.
- Provide clear and appropriate direct challenge to managers and social workers regarding the timeliness, quality, and content of work in regarding to all cases going through pre and Court proceedings.
- Promote effective internal and external communication.
- Ensure the requirements of appropriate child-care law, policy, practice, guidance, and research are understood by all members of staff and that all relevant information is disseminated.
- Work closely with managers and social workers to provide information, advice, guidance, and support regarding all aspects of case and Court work including quality of assessments and reports and timescales and deadlines. Specifically enable managers and social workers to meet the requirements of the PLO by promoting a "project management" approach to court cases.
- Work directly and closely with social workers and managers to improve the quality of social work assessments and statements presented to Court and ensure statements are purposeful, concise and clearly lay out the work that has been undertaken up to that point
- To attend legal planning meetings to ensure appropriate decisions are made regarding cases on the cusp of pre or care proceedings
- To use reporting mechanisms to monitor and review all looked after children to ensure that their plans for permanency are progressed appropriately.

- Chair the fortnightly departmental legal case tracking meeting ensuring all managers, social workers and partners are working to ensure all cases are compliant with the law, best practice, and timescales.
- To attend all relevant internal and external meetings.
- Manage and supervise the Court Support and Case Tracking Officer
- Organise and deliver individual and group practice development and training events for all relevant managers, staff, and partners.
- Advise senior leaders and politicians regarding law, policy, guidance, research, and practice developments linked to this role.

### Generic Responsibilities

- Know, understand, and follow guidelines ensuring compliance with Health and Safety at Work, Data Protection, and other statutory requirements.
- Understand, implement, and promote the Council's Equal Opportunities policies.
- Undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
- Carry out all duties and accountabilities in compliance with legislation and LB Haringey's Policies and Procedures
- Attend training, supervision, team and service meetings and other development opportunities as and when required.
- Maintain a high standard, current, professional skill, and knowledge base.
- Undertake any other task/duties as requested by management that is commensurate with the role and the grade of this post.

### NB: Other Considerations

- This position is subject to an enhanced Disclosure and Barring Service (DBS) check
- The post involves travel both within and without Haringey.
- This post involves engaging with people who may display angry, aggressive, abusive, and threatening behaviour.
- This post involves attending and giving evidence in Court.
- This post will involve long days, starting early and finishing late and weekend work on occasions.
- This post is politically sensitive under the Local Government Act 1989.

### Main Contacts & Other Information

#### Main Contacts:

- Children and their Families
- Managers and staff in Childrens Social Care and in other departments within the LB of Haringey
- Managers and Staff in other local authorities
- Judges, Magistrates, Court Clerks, barristers and solicitors and Court staff.
- Professionals, and colleagues from other organisations e.g. Cafcass etc.
- Expert witnesses

### Organisational Structure

Please provide organisation structure chart.

This post reports to the Principal Social Worker and manages the Case Progression and Tracking Support Officer

Principle Social Worker



Case Progression and Assurance Manager



Case Progression and Tracking Support Officer

## Person Specification

| <b>Knowledge, Qualifications, Skills and Experience</b>  |   |
|--|---|
| <b>Experience. The following are essential:</b>  | <b>Essential</b>  |
| <ul style="list-style-type: none"> <li>✦ Substantial, demonstrable experience of working with, and providing services to, children and their families subject to statutory social work interventions.</li> <li>✦ Substantial, demonstrable experience of working in, and providing statutory safeguarding services to, children and their families.</li> <li>✦ Substantial, demonstrable experience of working with the Public Law Outline, S7 Private Proceedings and general case and Court work.</li> <li>✦ Substantial, demonstrable management experience at team management or above level (preferably alongside a management qualification). Particularly a demonstrable record of managing operational children's social work services, implementing change, and delivering improved outcomes for services.</li> <li>✦ Substantial, demonstrable experience of monitoring and improving services through the application of robust performance management and quality assurance systems.</li> <li>✦ Substantial, demonstrable experience of partnerships/inter-agency working</li> <li>✦ Substantial, demonstrable experience of engaging with statutory inspectorates e.g. Ofsted.</li> <li>✦ Demonstrable experience of managing a budget.</li> <li>✦ Experience of providing (and training in) supervision, coaching, and mentoring.</li> <li>✦ Experience of being involved in cultural and organisational change in complex organisations.</li> </ul> | <p>E</p> |
| <b>Qualifications and Knowledge. The following are essential:</b>  | <b>Essential</b>  |
| <ul style="list-style-type: none"> <li>✦ A qualified and registered Social Worker, educated to graduate level, with clear evidence of continuous professional development including advanced/post qualification social work qualifications.</li> <li>✦ A very high degree of current, professional knowledge and understanding regarding children's social work practice. Particularly a very high degree of current knowledge and understanding of social work practice and pathways specifically within the safeguarding and legal process e.g.: parallel planning, connected persons and adoption etc.</li> <li>✦ A very high degree of current professional knowledge and understanding regarding children's safeguarding law, policy, and practice</li> <li>✦ A very high degree of current professional knowledge and understanding regarding the family justice system and legislation relating to children, especially the Public Law Outline and Private (S7) proceedings (and the responsibilities of, and to, the court).</li> <li>✦ Good knowledge and use of IT.</li> <li>✦ A good knowledge and understanding of relevant human resources legislation, policies, and procedures.</li> </ul>  | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>                                     |
| <b>Qualifications and Knowledge. The following are Desirable:</b>  | <b>Desirable</b>  |
| <ul style="list-style-type: none"> <li>✦ A legal qualification</li> <li>✦ A Management qualification.</li> </ul>   | <p>D</p> <p>D</p>   |
| <b>Skills and Abilities: The following are Essential:</b>  | <b>Essential</b>  |
| <ul style="list-style-type: none"> <li>✦ Demonstrable ability to understand and analyse complex information. Specifically, the ability to interpret, understand, analyse, and respond to complex information to inform well rounded decision making and solve problems.</li> </ul>   | <p>E</p>  |

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| <ul style="list-style-type: none"> <li>✦ Demonstrable high level, oral and written communication skills, and the ability to convey complex information to a varied audience in the most simplified and easily understood terms (must be able to fulfil all spoken and written aspects of the role with confidence using the English Language).</li> <li>✦ Excellent negotiation and conflict resolution skills with a demonstrable ability to use interpersonal skills to build and maintain relationships with staff, managers, partners, and service users.</li> <li>✦ Demonstrable ability to provide leadership and management and to motivate, innovate and enable staff to deliver high-quality services.</li> <li>✦ Demonstrable ability to engage, challenge, inspire, lead and motivate managers and social workers to develop and improve practice and service delivery.</li> <li>✦ Demonstrable ability to develop and improve social work practice, particularly in respect of assessments, preparation of analytical court reports, statements, and oral evidence etc.</li> <li>✦ Demonstrable ability to develop aims and objectives and plan for, implement, monitor, and achieve service improvement.</li> <li>✦ Demonstrable ability and experience in budget management, showing sound financial decision making and accountability.</li> <li>✦ Demonstrable ability to work effectively and deliver to high standards in a very busy, fast paced environment.</li> <li>✦ Demonstrable commitment to anti - oppressive and anti-discriminatory social care practice and management.</li> </ul> | <p>E</p> |
| <p><b>Skills and Abilities: The following are Desirable:</b></p>   | <p><b>Desirable</b></p>   |
| <ul style="list-style-type: none"> <li>✦ The ability to drive and holding a clean driving licence.</li> </ul>  | <p>D</p>  |
| <p><b>Behavioural Attributes: The following are Essential:</b></p>   | <p><b>Essential</b></p>   |
| <ul style="list-style-type: none"> <li>✦ A dynamic, self-aware, diplomatic, and measured team player, who is resilient, able to work alone and with others, to give and receive challenge and who can work to policy and procedure under their own initiative.</li> <li>✦ A highly motivated, committed, flexible, organised, and focused leader and manager.</li> <li>✦ Able to cope and function effectively when working in a busy, fast paced, challenging environment.</li> <li>✦ Politically astute.</li> <li>✦ Organised and able to meet tight deadlines.</li> <li>✦ Able to create a learning environment that gets the best from themselves and others.</li> </ul>   | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>                                     |