

Job Profile

Job Title: Early Help Quality Assurance and Practice Development Manager

Grade: Level 5, Zone 2

Salary range: £58,184 - £67,886

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the team/service

The Early Intervention and Prevention Directorate includes a range of family support services for children across the life course. These sit across 3 Heads of Service (Integrated Early Years, Family Support and Complex Families and Integrated Youth Support). The key objective of all services supporting families is to make sure Camden children and families can start life well, live life well, and that their rights are championed. Early Help Coordinators in the service deliver information, advice and guidance for both families and professionals as part of Camden's Children and Families Contact Service. Family Workers deliver a targeted high-quality early help family support casework service, offering practical and emotional support to families from pregnancy to age 19 years.

The Role

The purpose of the Quality Assurance and Practice Development Manager is to work across all family early help services to:

- Drive continuous improvement and innovation in early help family support practice and quality assurance within the division, and across the multi-agency early help partnership, to help deliver outstanding services for children and families
- Champion the voice of children, young people and their family members in improving practice and designing service development
- Ensure that the daily lived experience of all staff working in family early help is understood, listened to and influences service development and practice improvement
- Develop the next generation of confident, competent and committed family workers and coordinators

The role will:

- Provide professional leadership for Early Help's audit and quality assurance (QA) systems, processes and tools to monitor, evaluate and improve the quality of practice and impact of early help family work in all services
- Develop regular programmes of QA activity and use creative ways to share and communicate findings to a range of colleagues and partners, to ensure learning is effectively shared and practice is improved through QA
- Strategically manage the early help practice development function (knowledge, capabilities and skills) ensuring links to the department's QA Framework and the Early Help Workforce Learning and Development Plan.
- Lead and implement methods to ensure children, young people and their family members are central to QA and practice improvement, including consistently giving feedback on the early help services they receive, co-designing practice improvement and informing quality assurance
- Help to grow and develop the capability, competence and confidence of staff working in early help to enable them to continue to provide outstanding services to children and families. This will include:
 - developing and implementing practice development programmes and developing a Camden early help capabilities framework as a key component of our early help workforce strategy
 - further developing the Resilient Families practice model, including responsibility for training, train the trainer and improving access to Resilient Families training for external partners

- identifying practice learning needs, including through QA, and working with colleagues across the Council to implement responses to help improve practice
 - developing opportunities for career progression pathways, student placements and apprenticeships
 - Designing and implementing opportunities for staff working in early help to inform, influence and co-design practice improvement
- Manage a team of practice development leads and staff with responsibilities for supporting and developing practice, including undertaking audit and learning activity, training, coaching, mentoring and development work
 - Programme-manage specific QA and practice development projects as needed.
 - Provide a range of quality assurance analysis and reports for the Director of Early Intervention and Prevention, working closely with the early help data team
 - Maintain up to date knowledge of evidence-based research and developments in children's social care and early help and coordinate the regular dissemination of this to staff to ensure research-based evidence informs learning and is embedded in practice.
 - Model, promote and actively work to embed high standards, personally and professionally, around audit and moderation work, and demonstrating impact for children and families in family early help work, ensuring standards and compliance with statutory requirements, policies, procedures and best practice.
 - Ensure that any documentation and communication on Camden's intranet relating to early help practice are up to date and of a high standard so that staff and managers can access appropriate information and resources.
 - Work closely with service managers and Heads of Service to ensure diversity, inclusion, equity and intersectionality inform all quality assurance and practice development
 - Maintain own professional development and that of the team through appropriate training, development and research opportunities.

Relationships

There is an extensive range of regular contacts that you will need to participate in, work in partnership and negotiate with including:

- Children's Safeguarding and Social Work, and particularly their quality assurance leads
- Heads of Service and service managers in Integrated Early Years, Family Support and Complex Families, and Integrated Youth Support
- Other Council services including Strategy and Change, Learning and Development, Housing Needs, Landlord Services, Welfare Rights, Inclusive Economy, Adult and Community Learning, Special Educational Needs, Schools Organisation, Camden Learning, Adult Social Care
- Elected members of the Council
- Partnerships, including the Camden Children's Trust Partnership Board and Camden Safeguarding Children Partnership
- Schools
- Health sectors
- Police
- Housing providers
- Voluntary Sector
- Government departments and regional offices, including DLUHC

About you

Essential:

- Educated to degree level/equivalent qualification or possess substantial experience in a similar post
- Qualification or training appropriate to a management post
- Enhanced specialist knowledge relevant to early help family support or children's social work practice

- Knowledge and understanding of the current legislative and policy context regarding early help and children's social care, and an understanding of the current and future issues facing the children's sector, with particular reference to quality assurance and practice improvement
- Knowledge and understanding of the performance frameworks for children's services, key national indicators across early help and children's social care, and their relationship with both front line service and wider strategic objectives
- Experience in the delivery of audit, assurance, learning processes and/or practice development, preferably within a children's services context
- Experience of designing questionnaires, customer feedback tools and standards measurement, preferably within children's services
- Experience of successfully managing and supervising staff and/or teams, preferably in a children's services setting
- Experience of developing successful collaborative partnerships and relationships to improve outcomes for children and families
- Experience of change management, designing and delivering new operational systems or processes and establishing these at local level
- Experience of working with families in diverse, inner-city communities and with families experiencing complex or multiple stressors.
- Awareness of working in a political environment
- Ability to use a range of methods and resources to evaluate outcomes and benefits from quality assurance and/or practice development initiatives
- Confident and well-developed communication skills
- Strong organisational skills: demonstrated ability to manage a broad portfolio of activities
- Ability to critically analyse and interpret complex information and data and translate into meaningful insights, present options and make recommendations

People Management Responsibilities:

You will manage a team of 2 early help practice leads with additional support and matrix lines to staff with quality assurance or practice development responsibilities in other early help teams.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG