

[Type here]

Job Profile Information: Head of Service – Quality Assurance

This supplementary information for *Head of Service – Quality Assurance* is for guidance and must be used in conjunction with the Job Capsule for Job Level 6 Zone 1

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To take strategic and operational management responsibility for the children's quality assurance service in the supporting people directorate in relation to delivering high quality services for children in need, children in need of protection and children looked after. The post holder is required to maintain a detailed working knowledge and understanding of relevant legislation and standards in order to make frequent high level decisions that impact on key areas of the Service's risk register. This includes making decisions in relation to casework with families and complex issues.

Example outcomes or objectives that this role will deliver:

- The job requires a high degree of innovation, creativity and problem solving, in order to develop strategic plans and maintain high quality services that address the complex needs of highly vulnerable families, reduce the risks to children, developing of standards, policies and good practice within the service area.
- The job involves complex service planning, development, monitoring and analysis and evaluation of delivery. You will also have lead responsibility for the leadership and overall day to day running of the children's Quality Assurance Unit, the Independent reviewing service, The LADO service, The Principal social worker and SPOC services.
- To take strategic and operational responsibility for child protection in CSSW and to take strategic and operational responsibility in relation to the CSCB including chairing the QA subgroup and manage and supervise the CSCB development Officers.
- To take strategic and operational responsibility for developing policy and procedures, Staff development and CSCB and CSSW training.
- To take strategic and operational responsibility for ensuring the high quality of independent reviewing of children looked after, independent chairing of children on CP plans and children on children in need plans.
- To take strategic and operational management responsibility for managing allegations against adults who work with children in a statutory or voluntary capacity (LADO) and to take operational and strategic responsibility for ensuring the high quality of the role of the Principal Social worker and the SPOC for Camden.

[Type here]

People Management Responsibilities:

The post holder will be responsible for a staffing establishment of 20 and a budget of £1.500.000.

Relationships;

You will participate as a member of the Family Services and Social Work senior management team and contribute to the Service's strategic planning and policy and practice development. In addition you will work in partnership with statutory and other agencies to meet the needs of families in compliance with integrated working standards. The post holder will be required to deputise for the CSSW Director and on occasion provide cover for colleagues.

Work Environment:

The job is primarily office based but requires flexibility around working hours and being able to provide support out of hours to deal with complex and high risk problems or issues. The post holder will be required to work evening and weekends from time to time.

Technical Knowledge and Experience:

Fully qualified, accredited social work professional stats (CQSW, Dip SW, CSS or PQCSS), current registration with the Health and Care Professionals Council, Satisfactory enhanced DBS check. Extensive knowledge of Children's Social Care Statutory frameworks, knowledge of the underlying causes of vulnerability and aspects of effective safeguarding of vulnerable children and their families, knowledge of equality & diversity practice and the capability to apply it to work with children, young people and their families. Extensive (5 years) post qualifying experience within a relevant professional field. Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. Substantive experience of multi-agency work at a senior manager/leadership level.

[Type here]

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

[Type here]

Chart Structure

