

Job Profile Information: Service Manager (Safeguarding and Quality Assurance)

This supplementary information for *Service Manager (Safeguarding and Quality Assurance)* is for Job Level 5 Zone 2

Camden Way Category 4

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 operational management responsibility for the LADO role and the Independent Reviewing Officers (Child Protection) and an area of development work, ensuring delivery of high quality, inclusive services, responsive to the needs of service users and the wider community and that address the safeguarding needs of children and young people in Camden;

- Maintenance of high service and professional standards;
- Effective management of resources;
- Delivery in line with Council, Directorate and Service strategies, plans and policies; and
- Compliance with relevant legislation, as well as good practice standards set down by the Council.

To participate as a member of the Children's Safeguarding and Social Work management team and contribute to the service's strategic planning and policy and practice development.

To contribute to planning and policy and practice development for Children in need, Children protection and LAC and Children's Safeguarding & Social Work on behalf of the service, directorate and the division.

To deputise for the Head of Service Safeguarding and Quality Assurance as required.

To provide management cover for other service manager and other management roles in the service as needed

Example outcomes or objectives that this role will deliver:

As part of a team of three Service Managers with the Head of Service this is a hybrid role which involves practice as an IRO (CP), day to day running and management of the LADO role under the Chief LADO and management of a group of IROs. You will be responsible for the following:

- Undertaking the day to day operational role of Local Authority Designated Officer (LADO) in conjunction with the Chief LADO ensuring compliance with all relevant legislation, procedures and internal practice guidance.
- Chairing strategy meetings, child protection conferences and CCE response meetings.
- Lead, manage, develop and direct the IRO (CP) team to ensure the service has the right capacity and capability of delivering an efficient and effective IRO (CP) service in accordance with statutory requirements.
- Providing mentoring and support to IROS (CP) ensuring compliance with HR policies and procedures and all relevant standards for supervision and casework management (national and local).
- Contributing towards the planning, implementation and evaluation of the work of the CiN, CP and LAC, in line with aims and objectives of Camden's Children and Young People's Plan, the Service Plan and other relevant strategies and plans.
- Undertaking independent management reviews and audit of children's cases where there have been practice shortcomings, or routinely as part of the QA framework, and take a lead role in developing the auditing programme, quality assurance and performance management functions across the Independent Reviewing Service.
- Taking a lead role on specific aspects of the service responsibilities, such as developing and providing specialist expertise to IROs, and lead/managing an area of strategic/policy development, and working within the wider Safeguarding Children Partnership,
- Contributing towards effective communication to a range of audiences, internal and external, users and potential users, as well as the wider community and stakeholders, and represent the CP and QA Unit in a range of contexts.
- Working in partnership with statutory and other agencies to meet the needs of families in compliance with integrated working standards.
- Promoting equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users.

People Management Responsibilities:

- To support and empower others to develop their confidence and skills to provide professional opinion.
- To provide regular mentoring and support and line management to 5/6 Independent Reviewing Officer, and/or another identified member of the QA Unit.
- To address and oversee performance management issues that arise, supporting people to positively resolve difficulties where possible, taking action with HR/ the regulator where necessary.

- To apply the requirements of the Standards for Employers of Social Workers
- To allocate, monitor and supervise the work the IRO (CP) using any agreed workload management systems.
- To ensure that all records required by the Department are kept up to date, including monitoring of attendance and sickness records and to evoke Departmental procedures where necessary.
- To contribute to the identification, planning and meeting of staff development needs informed by the Professional Capabilities Framework (PCF)
- To promote positive approaches to diversity and identity, providing guidance and challenge.
- To prepare reports for OFSTED and the executive side of the local authority on the management and outcomes of the service.

Relationships;

- To model the appropriate use of authority across a range of situations, supporting others to understand and work with the authority inherent in their positions
- To develop and maintain effective working relationships with internal and external partners including but not limited to CIN, MASH & BIT, LAC service, schools, Health, CAMHS, IRO Service, YOS, etc.
- To model effective engagement with a wide range of people in challenging situations, and support others to develop and maintain effective engagement, including in situations of hostility and risk
- To promote a culture which supports empathetic compassionate relationships with other professionals, people who use services, and those who care for them.
- To keep up to date with professional developments and debates, especially in regard to the LADO and CP arena
- To work in a flexible manner, undertaking such duties as may be required according to the needs of the service as directed by the appropriate Head of Service or senior manager.

Work Environment:

- The job is primarily office based but may require flexibility around working hours and being able to provide support out of office 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:

Qualification Requirements:

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS)
- Current registration with the Health and Care Professionals Council
- Satisfactory enhanced DBS check
- Leadership/Management Qualification (e.g. ILM Level 4 or 5) and/or experience of supervising teams

Technical Knowledge:

- Detailed knowledge of policies, statutory regulations and guidance relating to children's safeguarding and child protection
- Excellent knowledge of Quality Assurance and Performance Management frameworks
- Able to demonstrate a good level of knowledge specific to the area of practice in which this post is based.

Technical Experience:

- A track record of innovative and different delivery mechanisms, whilst focused on safeguarding children.
- A comprehensive understanding of the complexities of risk as it applies to children and safeguarding.
- An ability to deliver and develop the service whilst maintaining the safeguarding of children at the heart of what is achieved.
- Knowledge on managing staff and their professional development
- Good understanding of the principles of budget management and control.
- Ability to take lead responsibility for specific service developments
- Ability to manage change and develop new services, where necessary, with partner agencies
- Ability to develop and maintain effective partnership arrangements both internal and external to the service
- Ability to make appropriate assessments, plan interventions, have knowledge of resources, make protection plans including review and evaluation
- Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability
- Confident in willing to challenge traditional assumptions and provide evidence to support change and drive forward improved ways of working
- Effective written/verbal communication/presentational skills
- IT literate
- Ability to analyse written and statistical data, prepare and present reports
- Able to work flexibly and creatively

- Personal drive and tenacity to motivate, empower and support individuals and teams to achieve
- Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences, pathway planning, and other formal processes.
- Experience in working with vulnerable children, young people and their families in the field of social care or other filed related to social deprivation
- Sound financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
- Experience of working positively with staff from other agencies and an understanding of and an ability work with different cultures, expectations and priorities.
- Experience of managing teams in the delivery of a range of intervention and support services to vulnerable children and young people.
- Experience of the selection, recruitment, training and supervision of staff
- Experience of strategic and operational planning and leading implementation of programmes of change

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