**Job Description**

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| Job Title: **SERVICE MANAGER CP Chairs and LADO** |
| POSCODE: CCC0985 |
| Grade: MB4 |

**Overall purpose of the job**

The purpose of the role is to support the delivery of a high quality and effective social work service that responds to the needs of children and their families in a timely manner and within statutory guidelines, whilst providing scrutiny and challenge regarding the plans for children and young people.

The Service Managers hold a responsibility for managing risk and ensuring the safe and effective delivery of the social work service to children living in complex family situations that are assessed as at risk of significant harm or to those children for whom the Local Authority is a Corporate Parent. The Service Managers have responsibility for ensuring all allegations made against an adult in a position of trust are managed thus keeping children safe. On a daily basis Service Managers are required to provide advice and make casework challenges that affect the trajectory of a child’s life and in doing so are held accountable for all aspects relating to managing performance and practice within their service area.

The Service Managers within Quality Assurance and Practice Improvement also hold a role slightly independent of the immediate day to day case work, allowing them to be more strategic and provide challenge and scrutiny to the work of the Local Authority and partner agencies, promoting best outcomes for children.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | **Risk Management**   * Being a confident and consistent leader and manager in the management of risk, advising others when required (both internal to Children’s Social Care and partner agencies). * Assisting the Heads of Service in maintaining thresholds within the service and the principles underpinning child centred approaches, strength based approaches, trauma informed, systemic and restorative approaches. * Be able to work across any function area within the QAPI service in the management of risk. * Ensure all members of the service hold safeguarding as a priority and manage risk accordingly and to escalate using the escalation procedures to the Heads of Service in an appropriate manner any practice concerns. To advise CP Chairs and LADO on and make decisions in respect of serious or highly complex cases and escalate as required using approved escalation procedures * To attend Court hearings as required. * To ensure appropriate security and confidentiality of all information in relation to children and any other business of the service. |
|  | **Leadership and Management**   * Provide leadership by means of advice to teams across functions as necessary and ensure the provision of high quality QAPI actvitities, sharing expertise and specialism. * Demonstrate an exceptional ability to manage change effectively within the QAPI service, and support change as appropriate within the wider Children’s services. * Ensure the statutory review and planning functions, the assessment, planning and review of casework is purposeful, targeted and timely. * Lead on/support practice development initiatives to ensure a confident and professional workforce. * Model the values and principles that underpin high quality social work practice. * Play a pivotal role in the appraisal of staff performance and decision making in relation to performance related pay. * Facilitate information exchange by establishing good communication mechanisms both internally and with external partners. * Deputise for the Service Director of QAPI as required through attendance at key meetings and advising on highly complex and contentious issues. * Advise on the strategic development of children’s social care to meet the needs of customers and identifying and embedding best practice. * Be alert to national and regional changes in policies and procedures and inform practice within Cambridgeshire. |
|  | **Service Delivery**   * Identify, implement and review strategies to support recruitment and retention of staff in consultation with Heads of Service. * Create, sustain and review systems and frameworks for the prioritisation, management and throughput of LADO referrals, requests for child protection conferences and Looked After Children reviews and associated casework. * Responsible for the delivery of a service that meets the requirements of the Children Act and related legislation and Council standards and objectives. * Be responsible for ensuring continuous and safe service delivery including assuming direct case management responsibility for CP Chairs and Independent Reviewing Officers and the LADO in their absence. * Ensure capacity within the service to manage, scrutinise and challenge the highest levels of risk. * QAPI lead for managing organisational risk and working closely with the Service Director of QAPI to ensure measures are put in place to mitigate against risk, through timely and effective scrutiny and escalation. * To undertake case management reviews and Reviews for National Practice Reviews as required and participate in the dissemination of learning in conjunction with partner agencies. * Responsibility for ensuring enquiries from elected members are responded to within procedurally agreed timescales. * Ensuring service meetings are robustly managed and provide the opportunity for constructive challenge within a safe and reflective learning environment. * To contribute to the induction of new staff across service directorates. * To represent the Council on the assessment panel (BA, MA and Step Up to Social Work). |
|  | **Strategy and Partnership**   * Establish short, medium and long term objectives for the area of responsibility through the development of plans, identification of resources and mobilising the staff to meet the objectives. * Maintain a detailed working knowledge of legislative and statutory frameworks ensuring service delivery meets requirements. * Assume strategic lead for designated projects and/or work streams that affect service delivery. * Actively participate in Safeguarding Children Partnership Board task and finish groups and sub-committee as the Children’s Social Care QAPI representative. * Actively establish, develop and maintain professional relationships with key partner agencies, i.e. police, schools, health and voluntary organisations to ensure effective partnership working arrangements around QAPI including SEND and promote positive outcomes for children and families. * Represent the Council at county and national events. * Actively identify and effectively engage with citizen driven innovations to enhance service delivery. * Provide expert safeguarding advice as part of the Safeguarding Children Partnership Board sub-committees and task and finish groups. * Lead on stage one complaints for this service area, ensuring any actions arising from investigations are undertaken in a robust and timely manner. * Responsibility for the reporting and monitoring of sickness and absence within the workforce. * Increased responsibility for the effective use of budgets. * Contribute to/lead on regional and national work for Looked After Children, Children with a Child Protection Plan and managing the risk of harm to children from adults who work or volunteer with them. * Represent Children’s Social Care at MAPPA3 meetings and CDOP meetings |
|  | **Performance Management**   * Deliver a performance management approach and culture ensuring effective performance management through appraisals, supervision and staff development. * Provide effective supervision to ensure all staff are compliant with policy and procedures that adhere to statutory requirements and performance targets. * Develop and establish practice standards, expectations and timescales establishing clear lines of accountability, building trust, good morale and teamwork. * Lead for reporting performance and areas of concern to Heads of Service for dissemination to the Senior Management Team. * Effective management of performance concerns or concerns in relation to conduct and ensuring the consistent promotion and application of the relevant codes of conduct and equality standards. * Provide written reports to various forums including but not exclusively CSMT, SCPB and Corporate Parenting Boards regarding performance in service areas. * To contribute to HR strategy by implementing, monitoring, measuring and reporting on HR issues, i.e. sickness and absence reporting. * Responsibility for delivery on improved performance within area of function. * Ensuring staff are aware of and delivery on non-discriminatory practice. |
|  | **Budget Management and Resource Allocation**   * Responsibility for the effective use, monitoring and reporting of QAPI budget (multi thousand pound budget) to avoid overspend. * Ensure resources are allocated to areas of need and provide robust quality assurance for all budgets associated with service delivery. * Ensure systems for delegated financial authority are followed. * Provide challenge and scrutiny alongside operational lead on any service wide reviews of resources. * Contributing to the work of the service and on occasions, i.e. response to Child Sexual Exploitation, partners are creative and use innovative responses to address need, ensuring the cost effective management results in the right service meeting the right need. |
| 7. | Demonstrate an awareness and understanding of equality, diversity and inclusion. |
| 8. | Ability to contribute to our commitment of becoming a Net Zero organisation by 2030. |
| 9. | **Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*  We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Recognised Social Worker qualification |  | **Essential** |
| Social Work England registration |  | **Essential** |
| Higher Degree; Masters degree; Bachelor’s degree + qualification; NVQ level 5 or equivalent; including all chartered professions and post-graduate qualification. |  | **Desirable** |

Minimum levels of knowledge, skills and experience required for this job

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| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Strategic | * Proven knowledge of the Government, national and Council priorities and policies. * Proven knowledge and understanding of relevant Social Care and Health policy and practice in relation to the provision of services. * Committed to the principles of the Cambridgeshire child centred approaches, strength based approaches, trauma informed practice and systemic and restorative approaches * Committed to the roles and responsibilities of the Independent Reviewing Officer. * Significant previous experience and demonstrated ability to undertake strategic planning, implementation and evaluation. * Proven experience of managing a diverse and complex workload. | Essential |
| Operational Management | * Excellent knowledge and application of childcare legislation, statutory guidance and Child Protection Procedures. * Knowledge and understanding of a range of systemic interventions and methodologies. * Enhanced understanding of Working Together 20oper23 and the Independent Reviewing Officers Handbook and Care Planning regulations. * Excellent knowledge and understanding of systems and processes to manage case work and budgets in order to provide focused social work activity. * Experience of leading a multi-functional team. * Knowledge and proven experience of managing complex case arrangements. * Comprehensive understanding and experience of handling of technical and business risk and knowing when to escalate to obtain resolution. * Successful experience of workload management of multiple service streams. * Successful experience of providing challenge to the work undertaken by the Local Authority and partners. | Essential |
| Performance Management | * Knowledge and understanding of Government and Council performance indicators and targets. * Previous experience of successfully managing performance to achieve best outcomes for children and families. * Proven understanding of and ability to achieve, maintain and deliver quality social work. * Experience of leading and managing teams to achieve high performance. * Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets. | Essential |
| Partnership Working | * Demonstrable successful Partnership working and management of third party service suppliers. | Essential |
| Equal Opportunities | * Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities. * Experience of actively supporting and promoting Equal Opportunities. * Proven commitment to equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour. | Essential |
| Resilience | * Proven experience and ability to thrive in a complex environment and demonstrate resilience. | Essential |
| **Skills** |  |  |
|  | * Committed to a systemic approach and social learning theory interventions. * Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance standards. * Ability to delegate. * Ability to define expectations of staff, manage individual performance and promote professional development. * Ability to think strategically * Ability to lead, develop and motivate a multi team service. * Take personal responsibility for making things happen and achieving desired results. * Ability to plan, prioritise and oversee the management of the service. * Ability to make cost-effective use of available resources. * Ability to analyse complex issues and offer sound professional and managerial advice. * Ability to encourage and engender collaborative working between agencies. * Ability to create accessible ways of working that is effective, engages and involves service users. * Strong negotiation skills. * Ability to challenge others constructively and make informed decisions. * Ability to communicate effectively at all levels. | Essential |
| **Experience** |  |  |
|  | Significant management experience. | Essential |
|  | Experience of successfully developing and managing a team’s and individual member’s performance to ensure fit for purpose. | Essential |
|  | To communicate in a way which meets the needs of a diverse audience and in a way that influences effectively. | Essential |
|  | Demonstrable successful Partnership working. | Essential |
| Equality, Diversity and Inclusion (applies to all roles). | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | Essential |
| Net Zero (applies to all roles). | Ability to contribute towards our commitment of becoming a net zero organisation. | Essential |
| Safeguarding (applies to all roles working with children/vulnerable adults) | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | Essential |

**Disclosure level**

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| What disclosure level is required for this post? | None | Standard |
| Enhanced | **Enhanced with barred list checks** |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | **Hybrid** | Field | Remote | Mobile |