

Job Profile

JOB TITLE: Children's Services transformation policy & practice officer

GRADE: POD

POST NO: TBC

JOB TIER:

DBS CHECK: Enhanced

GROUP: Children's Services

SERVICE: Children's Social Care

REPORTING STRUCTURE

Reports to: Social Care Transformation lead

Direct Reports: Up to 4

Indirect Reports: N/A

ROLE PURPOSE:

JD Service Manager

The purpose of the role is to support the Family First Partnership transformation in Children's Social Care, with a focus on policy and practice. The transformation programme aims to improve services for children, young people and their families, through designing, coordinating, overseeing, and executing of a multiagency delivery plan. Reporting to the social care delivery transformation lead this role will focus on the development of policy and practice framework including leading in liaison with commissioned provider Tri.x.

A. Job Description

1. Leadership and Management:

- Model good practice and set expectations for others.
- Cultivate self-care and promote well-being principles within the service.
- Ensure adherence to the transformation plan and prioritise workload, ensuring urgent deadlines are met.
- This post is integral to delivering strategic and operational change, improvement and savings across Children Services.
- Meet the statutory obligations of these services.
- Ensure the council fulfils its statutory duty to children, young people and families in line with relevant legislation and outcomes from the Children's Social Care Reform.
- Represent the Local Authority in engagement with internal and external contacts including commissioned services.
- **Internal Contacts:** Corporate Directors, Directors, Assistant Directors, Service Delivery Managers and Group Managers, Team Leaders, and other officers from across the Council.
- **External Contacts:** Senior Leader, Partner agencies, Health Services and Commissioners, other voluntary agencies, community and social enterprise sector organisations, and commissioned services.

2. Operational Service Delivery:

- Providing day-to-day oversight of development of policies and procedures within children's social care.
- Liaison with commissioned provider Tri.X to ensure policies and procedures are in line with statutory frameworks.
- Advise on appropriate application of LBH's and local government best practice and project delivery tools, lessons learnt and resources, to suit the needs of the Families First programme.
- Support stakeholder engagement internally within LBH.
- Support in embedding Families First reforms within LBH social care delivery model and across partner agencies
- Work with various stakeholders, including management, staff, service users, and external agencies, to ensure policies and procedures are aligned with organisational goals and meet the needs of all involved.

3. Professional Development:

- Report to the social care delivery transformation lead & work closely with Principal Social Worker and other colleagues.
- Plan and prioritise own workload, ensuring urgent deadlines are met.

JD Service Manager

- Appraisal will be linked to the delivery of key priorities.

4. Case Management:

- This Role does not include direct case management

5. Strategic Planning and Development:

- Lead in the creation, revision, and maintenance of policies and procedures related to social work practice, ensuring compliance with relevant legislation and standards.
- Develop and deliver training using a variety of formats on policies and procedures to ensure staff are adequately informed and competent.

6. Financial & Resource Management

- To contribute for the effective management of the allocated budget and assets of the team.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems;

7. Continuous Improvement

- There will be a need to understand, develop and work within an overarching strategic plan.
- The post holder will need to develop a comprehensive understanding of the Families First Partnership Programme and be able to make recommendations for implementation, transformation and sustainability.
- The post holder will be accountable for any advice given.
- Use experience, knowledge and national drivers to influence change and innovation in practice across Social Care and Children Services.

8. Additional Responsibilities

- To demonstrate adaptability in the face of adversity
- The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
- The postholder will be expected to actively follow LBH Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
- The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.
- The duties and responsibilities outlined in this job profile are indicative of the role, however they are **not exhaustive and** may be subject to change. In addition, you will be required to undertake other **reasonable duties** as directed by your manager.

9. Key Performance Indicators

- KPIs will be developed, through the Appraisal process encompassing current council and service area priorities.
- The post holder is responsible to contribute to all KPI's relating to the team performance, the effectiveness and efficiency of delivery, and to support all other KPIs as identified jointly between the position holder and line manager.

B. Person Specification

This person specification will be used for recruitment to this vacancy and will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
	✓	✓
Social work qualification and registered with SW England	✓	
Evidence of continued professional development and post qualification activity, including research, practice educating, delivering training etc.	✓	
Accredited management qualification or equivalent experience		✓
3 or more years' experience in social work within statutory social care services	✓	
Relevant experience in supporting and managing staff together with the relevant professional qualification at degree level or equivalent		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
	✓	✓
Understand the statutory duties relevant to the service area of responsibility.	✓	
Understanding of the Families First Partnership Reforms and impact on service delivery	✓	
Current registration with SW England	✓	
Demonstrates high level analytical and critical thinking skills	✓	
Demonstrates sound judgement in the absence of clear guidelines, seeking advice as necessary	✓	
	✓	
A good eye for detail in written work and reports		
Able to work flexibly to meet the needs of the service including out of hours work as required		✓
3. EXPERIENCE	ESSENTIAL	DESIRABLE
	✓	✓
Experience of contract management		✓
Experience in management and supervision of qualified and alternatively qualified staff		✓
3 or more years' experience in social work within statutory social care services	✓	
Strong knowledge of social care legislation, policies, and best practices.	✓	
Relevant experience of leading, mentoring, and supervising the work of others	✓	
Experience of working with a wide range of stakeholders including children and young people, parents and carers, and those within social care, education and health (including the voluntary sector)	✓	
Successful experience of implementing organisational change by identifying issues/ barriers, generating solutions, and planning and developing how these will be implemented in a cross-function, cross-organisation environment.		✓

Experience of writing & delivering policy development within a social care setting	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
	✓	✓
Knowledge of the statutory social care legislation, policies and processes.	✓	
Understanding safeguarding principles and procedures	✓	
Knowledge of the legal framework in which children services are operating and ability to represent the service	✓	
Knowledge of research, policy and practice developments in relation to the service, using the principle of 'what works' and "good practice"	✓	
Awareness of current issues and trends in social care	✓	
A understanding of the requirements around an OFSTED inspection and the standards that need to be met	✓	
An understanding of Quality Assurance frameworks and how they can be implemented and reviewed.		✓
An understanding of systemic practice and its application to social work with children and families and a commitment to develop that knowledge.	✓	
Ability to work collaboratively with social care directors and service managers to ensure social care meet statutory responsibilities for Children under the Children & Families Act (2014) and Care Act (2014), and to drive forward organisational culture change ·	✓	
Influencing and confident interpersonal skills to achieve best outcomes for children and families whilst balancing Social Care and the local authority's interests.		✓
Ability to identify and address individual development needs and manage performance of team members.	✓	
Understanding, analysing and presenting complex information effectively and to convert raw data into meaningful appropriate information which can be used to inform future priorities for the Council.		✓
Building and maintaining professional networks, seeking learning and information.	✓	
Problem solving across a range of issues and across organisational and agency divides.	✓	
Communicating clearly and persuasively both orally and in writing to a varied audience profile, including writing reports, guidance, templates, presentations, training materials and programmes.	✓	
Inter-personal skills, including the ability to develop effective working relationships, promote good customer care, influence, challenge, motivate and enable others.	✓	

Critically reflective practitioner able to make well balanced professional decisions, working with children and families using a systemic practice approach and able to demonstrate expert and effective practise in complex situations.	✓	
Analyse ethical dilemmas and decide appropriate ways forward. Support others to analyse and reflect on their own practise.	✓	
An ability to identify Service development needs and to manage both system and individual performance in a way that brings about sustainable improvement.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
Passion to make a difference: Strives to improve outcomes for residents, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
"Can do" positive attitude: Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and residents are considered and acts as a positive role model for new initiatives.	✓	
Leads and inspires others: Values the contribution of others and fosters a culture of respect, diversity and inclusion, encourages constructive, open feedback and innovative thinking.	✓	
Credibility: Gives clear and consistent direction involving others whilst retaining accountability.	✓	
Decision maker: Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
Team Player & Networker: Facilitates effective team, resident and stakeholder relationships to achieve organisational objectives. Works and liaises with other management teams across departments and wider public sector.	✓	
Management: Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.	✓	
Communication: Excellent verbal and written communication skills	✓	

The council has a set of values which guides us in our behaviours at work. All council employees must demonstrate as an essential requirement for the job. These are:-

Respect	We appreciate what makes us different and include everyone	• We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative	We believe in the power of working together	• We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient	We deliver the best possible outcome by carefully managing our resources.	• We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity	There is no gap between what we say and do.	• We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open & Honest	We are transparent in the actions and decisions we take.	• We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.

GUIDANCE NOTES

- The job description is a broad list of responsibilities and outcomes. It is not a list of tasks.
- Some grades are nationally prescribed, and the job evaluation scheme does not apply to these posts i.e. Soulbury, Youth and Community Workers and Teachers.
- The person specification describes the skills, knowledge, qualifications and specific conditions required to undertake the role.
- This person specification will be used for recruitment to the post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.
- Person specification criteria must be objective, relevant and measurable for applicants to be assessed on merit.
- Asking for time-linked experience must be justifiable as it could be age discriminatory. The quality of the experience is often more relevant than the quantity.

Appendix 1

Organisational Chart

Copy of Organisational Chart showing reporting lines of role