**JOB DESCRIPTION**

# **CHILD AND ADULT SERVICES**

**JOB TITLE** HEAD OF QUALITY AND REVIEW

**DIVISION** CHILD AND ADULT SERVICES

**GRADE** Band 15

**RESPONSIBLE TO** ASSISTANT DIRECTOR, JOINT COMMISSIONING

**POST REFERENCE**  SR-101924

## **Purpose of Post**

* As an active member of the Division’s management team, support theAssistant Director, Children’s Servicesin implementing the vision, strategic and core values of the Division and provide a clear sense of direction, optimism and purpose across the service.
* Manage the Review and Quality team
* Undertake Principal Social Worker role

## **Key Relationships**

* Assistant Director, Children and Families
* Assistant Director, Adult Services
* Head of Service, Early Help (Clinical Lead)
* Children, young people, their families and carers;
* Adults receiving support and their families
* Health colleagues
* Members of the Hartlepool and Stockton Safeguarding Children’s Partnership
* Early Help Managers
* Social Care Team Managers (Children and Adults)
* Schools;
* Colleagues from partner organisations including those in statutory, voluntary, independent and faith sector;
* Colleagues in other divisions of the department and across the Council.

**Service Remit**

1. Responsible for the provision (including optimising delivery of services, and ensuring they are undertaken in a responsive, efficient and effective manner) of Review and Quality Assurance within Children’s Services and Joint Commissioning.
2. Find ways of integrating services within the division to achieve efficiencies and improve quality of service delivery.
3. Manage the service, building a valued, confident, developed, empowered and innovative workforce. Direct and supervise the teams within the function.
4. Ensure the provision/commissioning of safe, effective and high quality services that are responsive to local need and are provided within a clear quality framework compliant with statutory duties.
5. Ensure employees feel valued and understand their role in achieving the Council’s vision and objectives in a supportive and learning environment which protects and enhances their personal well-being.
6. Work with and influence relevant national and regional organisations, partners and stakeholders in a spirit of partnership and collaboration and develop effective working relationships.
7. Promote and undertake cross organisational team working.
8. Develop and articulate the service vision to ensure its delivery to meet statutory obligations, policy objectives and value for money.
9. Responsible for the long term strategic service planning and delivery, ensuring efficient and effective use of the services available resources (financial, human and physical) and the commitment to improve within a whole systems approach.
10. Responsible for maximising the availability of all funding sources, including gaining external funding to enhance service delivery and continuously striving to reduce service costs.
11. Responsible for the co-ordination of delivery of services, ensuring they are undertaken in a responsive manner.
12. Ensure that synergies are considered across services to ensure maximum effectiveness.
13. Responsible for maximising the extent to which services are delivered directly to the user.
14. Responsible for ensuring the appropriate risk management arrangements for the service are in place.
15. Engage with and develop relationships with elected members, clients and customers.
16. Plan, manage and be accountable for the service business plans and work programmes, ensuring they are effective with specific measurable outcomes.
17. Responsible for maintaining and improving the quality of the service.
18. Lead on initiating and developing policies for the whole service area.
19. Maintain up to date detailed knowledge of legislation and national policy and to ensure both the divisional management team and the service are briefed on changes.
20. Continuously use business process re-engineering to rationalise and reduce bureaucracy and duplication.
21. Ensure equalities and diversity issues are effectively assessed, planned and implemented.
22. Act as a design consultant/change agent working with others to develop innovative solutions to best meet local needs and learning from best practice elsewhere.
23. Provide technical advice and is the principal source of professional advice in relation to the service.

**Specific Duties Relating to the Post**

1. The postholder will be responsible for the leadership and management of the Review and Quality team (which includes Independent Reviewing Officers, Specialist Safeguarding Nurse, Hartlepool and Stockton on Tees Safeguarding Children Partnership, Complaints, Policy and Workforce Development) ensuring that the work undertaken within all the services meet statutory requirements, are in accordance with policies, procedures and practice guidance and demonstrates best practice.
2. Ensure that statutory policy and procedural requirements are met in relation to
	1. Looked After Children Reviews
	2. Foster Carer Reviews
	3. Child protection conferences and reviews
3. Contribute to the establishment of quality standards in child protection and children looked after and support staff to meet these standards.
4. Ensure challenge and scrutiny is undertaken across the child protection and looked after system to ensure timely and effective interventions with families that promote better outcomes for children.
5. To oversee and manage the Hartlepool and Stockton-on-Tees Safeguarding Children Partnership business unit.
6. Establish and lead safeguarding quality assurance for HBC community child health services.
7. Facilitate and contribute to audits and multi agency audits (health and social care).
8. Leads the workforce development programme for children’s services and joint commissioning and adults and community based services.
9. To undertake role of Principal Social Worker
10. To lead inspection processes as required e.g ILACS, CQC
11. To support and promote continuous improvement across the division including the development of quality standards.
12. To oversee the development of practice manuals for children’s services and adults services.
13. To lead and manage complaints process across Children’s Services and Joint Commissioning and Adults and Community Based Services.
14. To contribute to the monitoring and evaluation of divisional performance including the production of progress and analysis reports.
15. To attend national and sub regional meetings as required and as agreed by Assistant Director, Joint Commissioning.
16. Any other duties of a related nature which might be required and allocated by the Assistant Director, Joint Commissioning

#### Developments

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

January 2019

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**