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| DCC Logo 09 Outl B&WRole Profile  Section 1 | | | |
| **Job Title** | Service Manager,  IRO Service | **Service** | Children and Young Peoples Services |
| **Grade** | Grade 16 | **Service Area** | Children’s Social Care |
| **Reporting to** | Strategic Manager, Safeguarding & Professional Practice | | |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure | | |
| **Purpose of the job:**  The post holder is responsible for the management and direction of the Quality and Review Team, including the Independent Reviewing Officers and Business Support functions, ensuring the most effective and efficient deployment of available resources in order to ensure effective and efficient oversight and scrutiny of children who are Looked After or subject to Child Protection Plans.  Support the development and delivery of service aims and objectives, which in turn will contribute to the wider service area and the council’s corporate priorities.  The post holder will support the service management team in embedding the vision, values and behaviours of the council. | | | |
| **Key Result Area – Corporate**   * To contribute to organisational change and to the transformational agenda, supporting the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos. * To support the development of the culture of the council and promote the implementation of a ‘One Council’ approach, working collaboratively across the service, the wider council and with appropriate partners as directed.   **Key Result Area – Leadership**   * To provide clear and visible leadership for the team in a positive working environment. * Contribute to the overall plan for the service, advising on specialist areas of responsibility. * Manage service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.   **Key Result Area – Service Delivery**   * Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available. * Support the development and application of demand-side customer driven service design (‘outside-in’). * Contribute to effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this into overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance. * Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.   **Key Result Area – Generic Management**   * Manage employees and team/individual performance in accordance with council procedures and objectives. * Provide support in the management and control of relevant budgets. * Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate. * Establish effective lines of communication and build working relationships with the team based around trust and empowerment. * Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery. * Lead by example in relation to continuous professional development. * Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery. * Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate. * Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.   **Key Result Area – Job Specific**   * Responsible for the effective operations and performance management of an identified service area of Children’s Services. * Ensure that quality assurance and performance management systems are utilised in order that positive outcomes for service users are achieved and any assessed risks are effectively managed. * Effectively represent Children’s Services and the council as appropriate at high level multi-agency forums and to lead in the implementation of change affecting the practice specialism. * Ensure the welfare and safety of children and young people is promoted and prioritised through   effective management of service delivery in Children’s Services.   * Accountable for meeting service standards through effective performance management and quality assurance frameworks. * Work alongside Strategic Management in making and planning interventions and developing services in line with agreed priorities and the Children and Young People’s Plan. * Actively assist in the commissioning of high quality and cost-effective services to meet identified needs. * Ensure effective participation and engagement by children, young people, their families and carers. * Ensure that effective safeguarding services are delivered and the associated risks effectively managed. * Ensure the development and maintenance of respectful and trusting relationships between managers, practitioners and service users. * Quality assure assessment, interventions and review of services to children, young people and their families or carers. * Take a key role in the work of Durham Safeguarding Children’s Partnership (DSCP) to ensure that safeguarding best practice principles are full reflected in service delivery, including participation on relevant task groups. * Develop and sustain effective day to day working relationships with schools and other partner agencies to promote and safeguard the welfare of children and young people. * To lead and develop the QRT providing line management, supervision and support and identifying appropriate training. | | | |
| * Ensure service delivery is consistent with legislation, national and local guidance and procedures and that OFSTED standards and regulatory frameworks are understood and met on behalf of the Council. * To ensure that budgets and staff resources are effectively managed and deployed in order to meet demand. * Demonstrate a robust understanding of current and up to date national and local policy and legislation. * To inform the policy and procedures of Children Services and the Council reflect current requirements. * To take responsibility for the development of new initiatives and services to improve outcomes for children. * To take a lead role with regards to policy and service development as it reflects to the effective services for looked after children and children subject to child protection plans. * Understand and analyse complex data and produce reports that provide high levels of data performance that evaluate quality and standards at individual and team levels. * Analysis complex data and provide clear recommendations of Children Services, which ensure they are meeting their legal responsibilities and obligations to children. * Report directly to the Corporate Director of Children Services, Heads of Service and other senior managers regarding performance and quality of service provided to children and their families by Children’s Services. * To work regionally with partner authorities to address specific IRO issues and contribute to regional IRO training. * Report complex data, performance and quality information to key strategic partners and stakeholders. * Contribute as required to Serious Case Reviews and learning lessons events. * Produce annual reports for the scrutiny of members of corporate parent panel and LSCB. Identifying good practice and highlighting areas of development. The report should be available to the public domain. * Alert Children’s services of areas of poor practice and drift and delay. * Responsibility for ensuring foster carer reviews take place on an annual basis.   The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the line manager. | | | |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Recognised Social Work qualification * Degree in related subject or relevant professional award * Management qualification to level 5 or equivalent (desirable) | * Application form * Selection process * Pre-employment checks |
| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement * Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies * Proven ability to manage a significant budget and meet financial efficiencies * Working with Members and Senior Officers, advising on specialist areas of responsibility * Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development * Experience of managing complex projects and matrix management * Experience of implementing and delivering partnership working with both internal and external partners | * Substantial post qualifying experience in management * Significant experience of working in Children’s Social Care * Substantial experience of work involving safeguarding of vulnerable people * Significant experience of working in and delivering effective services to children and families * Experience of performance management and quality assurance * Substantial experience in accordance with the Independent Review Officer Handbook\* * Experience of developing and managing Quality Assurance and Performance Management Systems * Experience of multi-agency work in the provision of services for children and their families * Experience of challenge and handling conflict effectively * Experience of handling/managing change * Wider experience of Children’s Service * Working in a multi-agency setting | * Application form * Selection process * Pre-employment checks |
| **Skills and Knowledge** | * Project management, business transformation and change management skills * Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries * Understand and promote the application of digital technology to support and enhance service delivery * The ability to identify and exploit commercial opportunities for the benefit of the community and the council * Understand and apply the ‘One Council’ ethos and the values which underpin it * The ability to delegate effectively * Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team * Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery * Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available * Problem solving and budget setting skills * Understanding of LEAN methodology * Political and cultural awareness and an understanding of the political context and environment of Local Government * Strong communication and presentation skills * Knowledge and understanding of Local Government statutory requirements | * Excellent knowledge and understanding of the current challenges facing the Children’s Workforce at national, regional and local levels * Up to date knowledge of legislation and standards relevant to the specialism * Ability to assimilate and summarise high level complex information, including performance data and leading to effective analysis and prioritising key service actions for improvements * Ability to work creatively and effectively to meet the diverse needs of children and young people that require safeguarding and protecting, whilst ensuring the statutory requirements and procedures are adhered to * Highly developed communication skills both verbally and in writing * Ability to communicate effectively to an audience of different levels of understanding i.e. children, families and senior managers * Effective collaborative and inclusive joint working with range of agencies, children, parents and families * Ability to empower children and families to participate and communicate in the decision-making process, without prejudice, whilst having an understanding of the impact of social, economic and environmental issues * Ability to motivate and develop staff and identify staff development needs * Excellent understanding of budget systems and budget skills * Ability to formulate and implement team plans, setting objectives/ outcomes on an annual basis which will contribute to the overall Service Plan * Ability to translate strategy into practice * Ability to lead, manage and implement complex strategic projects on time and within budget * Ability to work cooperatively and creatively with colleagues * Ability to analyse complex data and provide clear recommendations to Children Services, which ensure they are meeting their legal responsibilities and obligations to children * Good ICT skills * Excellent negotiating skills * Ability to challenge constructively at a senior level and maintain and demonstrate a sound professional perspective. * Experience of recruitment and selection procedures and practice | * Application form * Selection process * Pre-employment checks |
| **Personal Qualities** | * Professional in approach * Strategic thinker * Personal commitment * Flexible approach to work * Well organised and self-motivated * Resilient with strong self-awareness | * People oriented, persuasive, inspirational and energetic * Committed to excellence and learning. * Committed to best outcomes for children and young people * Works well under pressure * Customer Focus * Delivering Results * Personal Impact | * Application form * Selection process * Pre-employment checks |

*\*In Accordance with the Independent Review Officer Handbook (2010) it is a requirement that an Independent Review Officer should have at least five years post qualifying experience [regulation 46]. The Handbook is available from* [*www.dcsf.gov.uk.*](http://www.dcsf.gov.uk/)