

# Job Description and Person Specification

Role: Service Manager Quality Assurance & Review



# Job Description

<b>Job Title</b>	Service Manager Quality Assurance & Review
<b>Grade</b>	
<b>Service</b>	Quality Assurance Service
<b>Reports to</b>	Operational Lead Quality Assurance, Childrens Services
<b>Location</b>	Broadgate House, Coventry
<b>Job Evaluation Code</b>	L3650D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

To secure high standards of safeguarding practice across Coventry, quality assure care, permanence and pathway planning for Looked After Children and Care Leavers and drive and deliver best outcomes in this respect.

To have operational management responsibility for Independent Reviewing Officers.

To monitor and co-ordinate the day-to-day delivery of the Conference & Review Service including:

- The allocation of work and professional supervision/development of Independent Reviewing Officers (IROs).
- Responsibility for effective administrative processes which support Child Protection Conferences and Looked After Children Reviews.

To chair complex strategy meetings, Child Protection Conferences and Reviews of Looked After Children when or if the need arises.

To support and influence the implementation of the Quality Assurance Framework, audit activity programme and continuous improvement journey for children's social care.

To support the delivery of the Local Authority Designated Officer function when or if the need arises.

To assist and support the Operational Lead in their operational and Strategic role.

## Main Duties & Key Accountabilities

### Core Knowledge

- Provide vision and leadership to staff in order to create quality services that will improve the opportunities and outcomes available to children and young people.
- To manage staff within the service effectively, with a strong focus on performance management, value for money and collaborative working.
- To recruit, train, supervise and motivate staff in such a way as to ensure that the short, medium and long-term goals for the Children's Quality Assurance Service are met.

- To ensure the maintenance of the directorate's/department's Child Protection and Looked After Children's management systems, in line with legislative requirements, government guidance and regulations and the directorate's/department's policy and procedures.
- To ensure that arrangements for child protection conferences and reviews of Looked After Children are in place, co-ordinate the day to day work of the reviewing arrangements so that reviews are undertaken within statutory timescales, performance indicators are met and to high practice standards.
- To ensure that staff work within relevant legal regulatory and policy frameworks to provide the best possible service to children and families, within the relevant criteria and policies and to ensure that all relevant legislative and service specific requirements, associated guidance, plans, and policies are complied with.
- Responsibility for supporting and implementing the Quality Assurance framework and performance management in respect of children subject to Child Protection Plans and Looked After Children, ensuring that the quality of casework presented to the service is monitored and a programme of systematic review is in place identifying areas of good practice and challenging poor practice.
- To implement the Quality Assurance and Audit framework in conjunction with managers in Children's Social Care Operational Teams.
- To ensure the robustness of the decision making undertaken in multi-agency conferences, statutory reviews and meetings; that these contribute to the production of effective child protection, child in need, care and permanency plans and decisions in promoting good outcomes for children.
- To actively engage in discussion with Senior and Operational Managers in identifying areas of good practice and challenging poor practice and ensure that Social Care Managers are made aware of any cases that do not meet departmental and professional standards and take action to remedy this.
- To ensure that all children and young people are enabled to fully participate in the development of services, planning and decision making. That they are supported to be actively involved, their voice be heard and be influential in child protection conferences, statutory reviews and decision-making meetings.
- To be responsible for the effective management, control and allocation of relevant budgets, operating within the terms of the Council's constitution, financial regulations and standing orders.
- To contribute to the collation of effective management information and internal monitoring systems; ensure effective compliance with performance monitoring standards and key service performance indicators, to ensure that the service meets the required standards and performance outcomes. To bring concerns to the attention of the Operational Lead.

- To facilitate robust and effective multi-agency work, in order to improve the outcomes for children, by liaising with professionals within and external to children's services and other agencies who have safeguarding responsibilities.
- Manage staff within the service effectively with a strong focus on performance management, value for money and collaborative working having in place effective programmes of supervision and appraisal so that their work is conducted to satisfactory standards and that their welfare and development needs are addressed and supported.
- To chair complex case planning and other formal meetings in respect of services provided by the directorate and other agencies.
- To support partnership working and represent the Service in formal multi-agency boards and a range of local and regional operational multi-agency fora.
- To play an active role in dealing with complaints relating to the service, ensuring their resolution within specified timescales.
- Deputise for the Operational Lead Quality Assurance as required and undertake any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

## Key relationships

External	Internal
Range of statutory and voluntary partner agencies and organisations including but not limited to CSCP and subgroups, Police, Health, Education/Schools & Early Years, Ofsted, external placement providers, DfE, Cafcass, legal advisors, Courts.	Range of Corporate/City Council partners including HR and other Business Partners; all Children's Services departments, commissioning service, fostering and residential care services, the Virtual School.

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

- Independent Reviewing Officers



## Person specification

<b>Job Evaluation Code</b>	<b>W0252W</b>
<b>Knowledge</b>	
A thorough knowledge of current children's legislation and statutory guidance and the safeguarding, care planning and best practice responsibilities within this.	
Sound knowledge of policy, legislation, national strategies and frameworks related to safeguarding and care planning, including interagency procedures and policies.	
The principles of sound financial management and budgetary processes.	
Understanding the concept of multi-agency working.	
Understanding of equality issues, particularly within the context of planning and delivery of services for children and young people.	
Comprehensive knowledge of the business of City Council departments and other public services such as the police, private, voluntary and community sector organisations.	
Detailed knowledge of performance management and quality assurance frameworks.	
<b>Skills and Abilities</b>	
Managing staff groups effectively through change.	
Leadership and ability to handle sensitive issues.	
Manage diverse teams responsible for joint service delivery in partnership with other agencies	
Ability to challenge and manage through influence and co-ordination, motivating and empowering staff across agencies to achieve service improvement and quality outcomes.	
Ability to develop and maintain quality assurance and performance management systems.	
Excellent written and verbal communication skills including the ability to communicate effectively at all levels and produce good quality reports.	
Ability to interpret and analyse written and statistical information, research and problem solve.	
Ability to develop and sustain effective multi-agency partnership working with a range of organisations.	
Demonstrable and sound knowledge of professional practice, the legal framework and service delivery together with the ability to maintain an up to date and through knowledge of child-care issues including relevant legislation, guidance policy, procedures, protocols and current research.	
Ability/evidence of setting and monitoring quality standards and challenging poor performance.	
Ability to complete tasks, work to required timescales and achieve deadlines and targets.	

Ability to work autonomously and generate and lead work without direct supervision.
Ability to plan and operate within budget processes and effective financial management skills.
Sustain commitment and input to overall objectives and to individual tasks over significant periods of time.
Enabling user participation.
Skills in assessing needs and risks in respect of complex child-care cases
Ability to investigate and manage complex investigations, complaints and disciplinary and HR related matters.
<b>Experience</b>
Three years management within a child-care/protection setting within Social Work or Social Care practice.
Managing complex child-care/child protection cases.
Successfully managing performance.
Managing, motivating and empowering staff, building effective team working and achieving service improvement and change. Managing, motivating and empowering staff, building effective team working and achieving service improvement and change.
Working across professional boundaries and operating within a multi-agency context; building and supporting complex partnership arrangements across organisational boundaries gained through collaborative and innovative ways of working in the public, private or voluntary sector.
Operating within a multi-agency context and experience of supporting resolution of inter-organisation and/or inter-agency conflicts.
Positive action responses to equal opportunities needs in employment or service delivery.
Financial management and resource application in relation to limited budget and conflicting priorities.
Experience of working with Elected Members.
<b>Qualifications</b>
Recognised qualification of social work
Social Work England Registration
Post qualifying management training or willingness to achieve this
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

<b>Date Created</b>	December 2021	<b>Date Reviewed</b>	12.11.2024
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