

A man with short brown hair, a beard, and glasses is sitting at a desk in an office, looking at a computer monitor. He is wearing a light-colored sweater. In the background, another person is visible, and there are large windows showing a cityscape. The office has modern decor with multiple monitors and a clean, professional atmosphere.

FRONTLINE

CHANGING LIVES

Participant Suitability Manager JOB PACK

OUR MISSION

Each year, over 700,000 children in England rely on the support of a social worker. These children and their families face some of the worst life chances, but we know that great social work has the power to change this. That's why we recruit and develop outstanding individuals to be social workers and leaders to transform the lives of the most vulnerable children and families.

We recruit and develop outstanding individuals to be social workers and leaders to transform the lives of the most vulnerable children and families. We also develop first line managers through Firstline, our leadership programme for those directly managing practitioners. The Frontline Fellowship is a movement of outstanding individuals who are applying themselves to address social disadvantage in different ways, and who have completed one of our programmes.

We are looking for outstanding people to join our organisation to lead and support the running of these core areas of work to achieve fantastic results for children and families. We want to achieve this whilst striving to achieve a culture of freedom and responsibility. Read on to find out more about this culture and what we are looking for in this role.



FREEDOM AND RESPONSIBILITY: OUR CULTURE

To become an outstanding organisation, we need to both let go of control and expect much more of one another. If we can manage this feat, you will be surrounded by a team who can solve problems, speak with candour, communicate expectations and give one another the space and support to achieve fantastic results for children and families. This is what we call a culture of freedom and responsibility.

How do we make it happen? Freedom without responsibility results in chaos – confusion, frustration, a lack of accountability. Responsibility without freedom breeds a rigid focus on following rules and process, even when professional judgement and creativity would produce better results. It can result in people doing things right without doing the right thing. Because of this, we need to have huge levels of both freedom and responsibility. The most important word is not freedom, nor responsibility, but **and**.



DIVERSITY AND INCLUSION

We believe that the strongest performing teams have a lot of difference in them and we are actively seeking to diversify and to create a workplace that is welcoming for all, regardless of ability, religious belief, sexuality, gender or ethnicity.

Our employees come from a range of backgrounds and with various expertise. We voluntarily complete a gender pay analysis, which demonstrates that our approach to pay and reward is fair irrespective of gender. We are committed to taking an inclusive approach to recruitment.

We use a system called Applied, which helps to remove bias from the selection process by anonymising applications. We ask for a CV but will only use it at the interview stage and not to shortlist. We are proud to have won the Pink News Third Sector Equality Award 2019.

We are committed to ensuring all employees have the relevant knowledge to support this. We design and deliver workshops and training around diversity, inclusion and belonging.



THE ROLE

Reports to:

Delivery Director

Salary:

£49,000 (plus £3,000 London weighting if applicable) plus competitive pension

Contract:

Full Time, Permanent

Location:

London, Manchester, Birmingham, Bristol or Newcastle with regular travel across regions

The purpose of your role:

This is an exciting opportunity for someone who enjoys synthesising information and can use their influence and professional authority in varied situations. The Participant Suitability Manager will ensure we provide high quality guidance and support to participants on the Frontline programme, working closely with Frontline's Programme Management team and Manager to ensure a smooth process. The role comprises three core areas:

Chairing panels

The participant suitability manager will chair participant suitability panels; fitness to practice panels and learning reviews. This vital role requires a social work qualification and experience of chairing complex meetings with a range of partners and professionals.

Managing 2 Selection Advisors and 1 Disability Selection Advisor

You will manage Frontline's selection advisors who are based in various locations and hold accountability for advising teams on participants suitability for the [Frontline programme](#).

Investigating participant complaints

Carry out investigations for complaints from or relating to participants. Speak to relevant parties, working alongside the compliance team to ensure timescales and process are followed.

The team you will be working in:

Frontline Programme Delivery Team

Closing date:

9am, 29 October 2020

Interviews:

First round: 3 November 2020

Second round: 10 November 2020



THE ROLE

Job description:

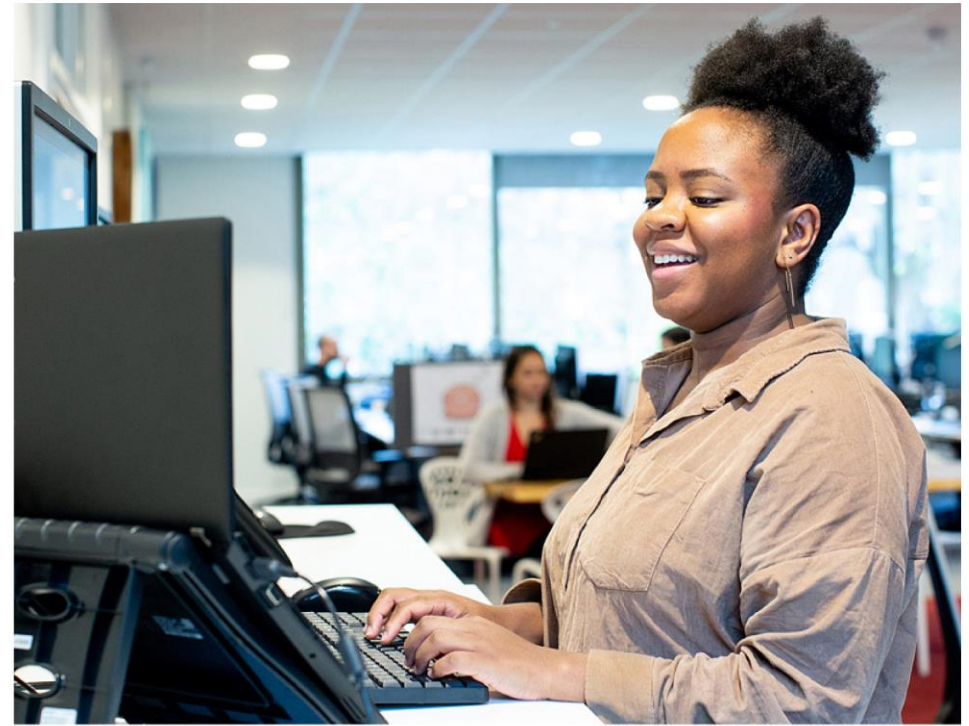
Chair panels

You will support panels to make informed decisions based on the evidence presented and steer groups through the decision-making process. We are looking for a confident social worker who is knowledgeable and comfortable making judgements on participants' suitability for the Frontline programme, to ensure participants on the programme are well placed to thrive.

- Lead on questions relating to suitability, conduct and fitness to practice
- Ensure panels are effectively managed (eg. contingency planning, staff training etc as applicable)
- Oversee the coherence of panel minutes, ensuring they accurately reflect decisions and actions
- Use learning and data from previous panels to identify themes to drive improvements
- Lead panels with authority, ensuring decision making is informed by evidence and regulation
- Ensure the views of all those involved in the panel are considered
- Provide timely, helpful feedback for participants and panel members

Investigate participant complaints

- Interview all relevant parties, including the complainant and Frontline or local authority employees
- Review the evidence presented to develop a clear understanding of the situation and use this and your professional judgement to inform recommendations and decisions
- Establish systems to ensure workflow of complaints is well managed, with contingency plans in place
- Complete investigations to timescale and in line with Frontline's complaints policy
- Ensure decisions and actions are recorded and shared as appropriate with all parties
- Write comprehensive reports, clearly outlining the findings of the investigation and recommendations to ensure resolution



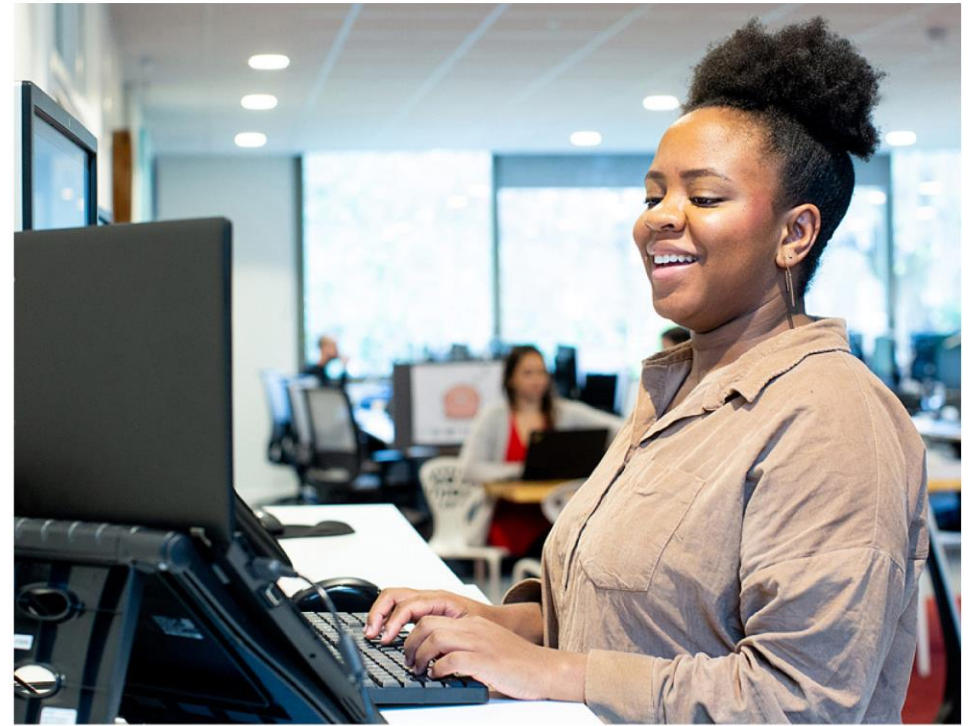
THE ROLE

Job description (Cont'd):

Managing 2 Selection Advisors and 1 Disability Selection Advisor

Selection advisors prepare reports for suitability panels, drawing on a range of information including health reports, Disclosure and Barring Service (DBS) checks and feedback from relevant parties to ensure participants meet the regulatory requirements for the programme. You would lead the team, to make decisions relating to participant health and conduct, providing training and advice on more complex decisions and on the most appropriate procedural approach.

- Manage the selection advisors to ensure they provide panels with high quality, timely risk assessments
- Develop the team's decision-making ability and confidence
- Ensure decisions and actions are recorded and shared as appropriate to ensure the Partnerships team are well placed to advise local authority partners
- Ask the right questions to gain deep understanding of the suitability and conduct processes
- Work with Governance and Compliance team to seek advice on complex legal or compliance matters
- Work in partnership with our academic validating partner (Lancaster University) and the regulator (Social Work England) ensuring decisions are inline with their policies and professional standards.
- Work with Governance and Compliance team and seeking advice on complex legal compliance matters
- Work with local authority representatives and heads of region using their input to inform outcomes



THE ROLE

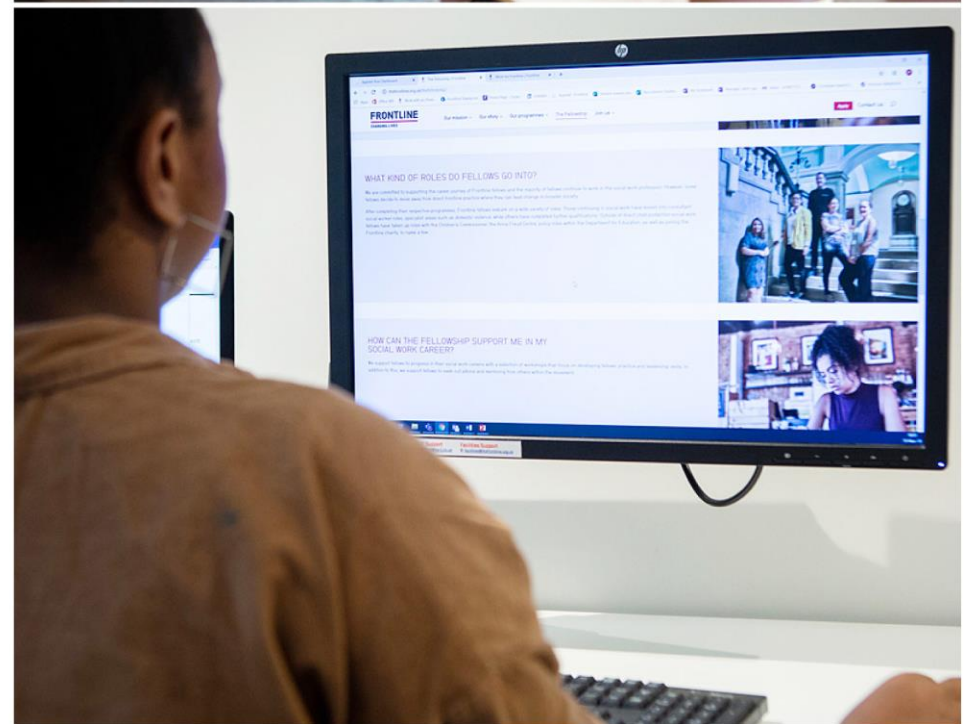
Person Specification

Values and alignment

- Prepared to work in line with our values
- Committed to creating a culture of freedom and responsibility
- A willingness and ability to be fully aligned to, and be an advocate for, Frontline's purpose and theory of change across all areas of work including a:
 - focus on having the highest standards for recruiting top talent into social work
 - approach to our Fellows (alumni) that celebrates, encourages and recognises individuals who are improving safety and stability for children whether they remain in social work or work outside of the profession
 - and a commitment that every child should have a safe and stable home and that this is best supported by social workers who work alongside families

Experience, knowledge and skills

- Experience of chairing meetings and making decisions to meet regulatory requirements
- Knowledge of social work regulatory frameworks, specifically professional conduct and health
- Experience of investigating complaints in a relevant setting
- Experience of synthesizing information and using evidence and pragmatism to inform decisions
- People management experience
- Adept at delivering difficult feedback and decisions with sensitivity and clarity
- An open and credible communicator in writing and in person
- Able to build relationships quickly, whilst confidently holding people to account



THE ROLE

Requirements of the role:

- Social work qualification
- Experience as a senior manager in a social work setting (practice or academic)
- Right to work in the UK
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

How to apply:

If this sounds like the right role and organisation for you, apply by following this [link](#).

Want to find out more?

Please contact:

Lisa Hackett, Delivery Director via Jazmyn Sadri at
jazmyn.sadri@thefrontline.org.uk

