

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: CHILDREN, YOUNG PEOPLE AND EDUCATION

DIVISION: QUALITY, COMMISSIONING AND PERFORMANCE
IMPROVEMENT

JOB TITLE: POLICY AND PRACTICE IMPROVEMENT CONSULTANT

ROLE PROFILE

Job Title:	Policy and Practice Improvement Consultant
Department:	People
Division:	CHILDREN, YOUNG PEOPLE AND EDUCATION
Grade:	Grade 16
Hours (per week):	36
Reports to:	Service Manager Practice Learning and Review
Responsible for:	<p>The Policy and Practice Improvement Consultant provides expertise, challenge and support to Heads of Service and Service Managers in order to improve practice across the Early Help and Children's Social Care division.</p> <p>The postholders will provide practice educator supervision, assessment and support to Newly Qualified Social Workers (NQSWs) in their Assessed and Supported Year in Employment (ASYE).</p>
Role Purpose and Role Dimensions:	<ul style="list-style-type: none">• To provide critical challenge and scrutiny to the quality of practice and performance standards across the practice system, advising and working with heads of service and service managers to develop and implement recommendations for service improvements and assess their effectiveness in enhancing outcomes for children and young people.• To lead on the development of key practice and performance standards that will drive improvements and ensure that practice standards and policies are relevant, updated, and accessible to managers, practitioners, and partner agencies.• To work closely with senior managers, partners agencies and external bodies to identify and gather learning, participate in multi-agency auditing and input into the Practice Improvement Plans, taking responsibility within the service for ensuring that relevant actions are implemented.• To work collaboratively with internal and external partners, representing the directorate in partnership meetings including priority groups of the Children's Safeguarding Partnership to influence practice developments and improvements and keep

abreast of external practice development and policy changes.

- To lead on the implementation of learning from the quality assurance framework activities to improve service delivery and outcomes for children, leading professional development, and training sessions for staff to embed this into day-to-day practice.
- The role will take a lead role in the Quality Assurance case audit programme, visiting parents, carers, children and young people to ensure their voices directly inform practice improvement and the evaluation of impact of work across the directorate.
- The role will offer practice educator supervision, assessment and support to Newly Qualified Social Workers (NQSWs) in their Assessed and Supported Year of Employment (ASYE), ensuring they complete their professional development requirements for the year.
- To provide reflective group supervision for front line staff and their managers, as agreed with the Head of Clinical and Systemic Practice.

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key Internal Contacts:

- Early Help and Children’s Social Care practitioners and managers including with senior managers
- Education services including with senior managers
- Colleagues within the wider Council and directorates
- Partner agencies including health, police and education engaged in multi-agency audits

Other Considerations:

May have to attend meetings outside of normal working hours.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Yes

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA\)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

Practice transformation and remodelling

To work with and alongside managers and practitioners to resolve and improve Practice and Systems issues.

This will be undertaken by the use of relevant theoretical and practice informed approaches to managing change and improving services.

Outcomes Framework and Culture

Practice and Service Improvement will be guided by a continual focus upon improving Educational, Health and Social outcomes for the children and families receiving services from Croydon.

Child's Voice

Ensure that the Child's Voice and feedback informs and service development and delivery.

Evidence Based Practice

Ensure that analysis and improvement is based upon contemporary theory and practice experience.

Develop links with practice networks and organisations outside of Croydon to ensure new and innovative practice development is recognised and supported within Croydon.

Organisational Culture

To bring a positive 'can-do' attitude to developing the learning culture in Croydon.

Ensure that approaches to change and improvement are delivered through a collaborative and respectful process.

To apply a value for money approach which links resources to outcomes.

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, and use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:

Policy and Practice Improvement Consultant

Essential knowledge:

- Qualified Social Worker and up to date registration with Social Work England
- Evidence of continuous professional development relevant to the role profile.
- Up to date knowledge of developments in national policy, legislation, statutory guidance and standards regarding children's social care.
- Knowledge and substantial experience of approaches to improving practice and service delivery.
- Understanding of the relevance of practice guidance, policies and procedures.

Essential skills and abilities:

- Engage and develop effective professional relationships at all levels with other professionals and organisations to influence, scrutinise, and challenge the quality, progress and impact of services to the benefit of children and families.
- Ability to engage and develop effective professional relationships with children and families and involve them in service developments and improvement activities.
- Ability to analyse information and produce quality case/service reviews and audits and recommend SMART areas for improvements
- Apply theoretical frameworks and evidence-based models of practice, research & theory in practice and service development/improvement.
- Communicate to a high standard verbally and in writing and producing and presenting high-quality analytical reports to a range of users
- Comply with statutory requirements and guidance, and local procedures and standards.

Essential experience:

- Substantial leadership experience working in a statutory social care setting with children
- Substantial experience of making sound professional judgements on the quality of practice in high risk/high complexity cases
- Successful experience of providing management and professional supervision/development to social care staff at all levels including Team and Service Managers and Heads of Service.

Special conditions:

- Maintaining your own Continual Professional Development in line with your registered/ professional body.
- Able to work outside of normal office hours when required.

Updated July 2022