

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Children Young People and Education

DIVISION: Childrens Social Care

JOB TITLE: **Service Manager (CPC Service)**

ROLE PROFILE

Job Title:	Service Manager (CSC Service)
Directorate:	Children Young People and Education
Division:	Childrens Social Care
Grade:	Grade 17
Hours (per week):	36
Reports to:	Head of Safeguarding and Looked After Children Quality Assurance
Responsible for:	<p>This role directly manages the following:</p> <ul style="list-style-type: none">• Five Independent Reviewing Officers / Child Protection Chairs• The area of responsibility includes 1.5 Business Support posts who work across the three QA Manager roles. These roles are line managed by the Business Support Team Leader. However, the roles are also an integral part of the Quality Assurance service and the Quality Assurance Manager is responsible for the allocation and prioritising of work and on-site operational management.
Role Purpose and Role Dimensions:	<p>This role is responsible for contributing to the achievement of positive well-being and safety outcomes for:</p> <ul style="list-style-type: none">• looked after children and young people (and in particular the securing of permanence)• children subject to child protection plans. <p>It has a particular focus on children subject to a Child Protection Plan.</p> <p>This contribution is achieved through:</p> <ul style="list-style-type: none">• the leadership, management and quality assurance of the statutory reviewing arrangements for looked after children and children subject to a child protection plan
Commitment to Diversity:	As a member of the Safeguarding and Looked After Children Quality Assurance Service, 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 continually developing

personal understanding of diversity.

Key External Contacts:

Managers and staff in:

- South London and Maudsley Mental Health Trust, and in particular the Looked After Children CAMHS Team
- Primary care, community and acute health services, and in particular the LAC Health Team
- Designated and named health professionals.
- Children's centres and schools
- Borough police
- Police Child Abuse Investigation Team
- CAFCASS
- Probation service
- Children and parents, families and carers.
- Croydon Safeguarding Children Board
- Other local authorities

Key Internal Contacts:

Managers and staff in:

- Other sections of Children's Social Care
- Early Intervention and Family Support Service
- Integrated Youth Support Service
- Other CFL Divisions, and in particular the Virtual School
- Adoption Monitoring Board
- Corporate Parenting Panel
- Adults Social Care and Housing (assessment and landlord sides)
- Legal Services
- Centralised Business Support Service
- Strategy, Commissioning, Procurement & Performance
- Councillors

Financial Dimensions:

This role is responsible for a budget of approx. £347,000. The main elements of this are: Staffing

Key Areas for Decision Making:

Responsible for the decision making necessary to:

- deploy staff and resources in accordance with the Council's vision for social care
- ensure compliance with statutory and good practice requirements in respect of the reviewing of cases of looked after children and those subject to a Child Protection Plan.

Responsible for the oversight and operation of key processes for the safeguarding of children.

Other Considerations:

The manager will be on a rota providing senior management support to the Emergency Duty Service (evenings, week-ends, Bank Holidays etc)

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
[\(Click here for guidance on political restriction\)](#)

No

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

select from drop down

Key Accountabilities and Result Areas:

Key Elements:

Practice remodelling

This will involve:

- To ensure that IROs and Child Protection Chairs operate in accordance with the messages from the Munro review and have a good knowledge of evidence-based methods of help.

Outcomes framework and culture

This will involve:

- To introduce, embed and develop an outcomes framework and culture. This will include:
- the development in IROs and Child Protection Chairs of a comprehensive understanding and application of outcomes concepts.

Engagement strategy and culture

This will involve:

- To contribute to the development of an engagement strategy for the Quality Assurance Service. This will include:
- the identification of critical partners in the department, Council, wider professional

- network, community, carers and parents
- agreeing and setting in place appropriate engagement systems and arrangements throughout the service that will promote good outcomes
- creating an outward-looking culture and preventing “silo” thinking and behaviour.
- arrangements for regular engagement with parents, carers, young people and children by all staff within the service

Quality assurance and service development.

This will involve:

- To contribute to the development and introduction of a quality assurance framework for the services provided by the Safeguarding and Looked After Children Quality Assurance Service which
- captures relevant well-being and safeguarding outcomes for children and families
- captures relevant qualitative and quantitative information
- captures the experience of children, parents, families, staff and partners.
- To support the Looked After and Children in Need Services in the development of their quality assurance frameworks.
- To lead and manage projects that deliver service improvement (including training), working to recognised project management principles and methods.

Evidence-based leadership and management

This will involve:

- To maintain up-to-date knowledge of relevant research findings, legislation, statutory guidance and policy developments.
- To provide professional advice (including chairing of meetings for complex cases) to staff, managers and partners and councillors.

Leadership, management and organizational culture

This will involve:

- To create a positive ‘can-do’ culture amongst the IROs / Child Protection Chairs.
- To ensure the health and well-being of staff is promoted and good work/life balance is maintained.
- To provide clear, professional standards and expectations and ensure these are

delivered.

- To create a learning and reflective service
- To role model good professional behaviour.
- To give praise and recognition so that staff feel valued and cared for.
- To ensure staff have manageable workloads.
- To plan and monitor budgets effectively and create a value for money culture within the service which links resources to outcomes.
- To inspire staff to give of their best and ensure good morale and functional relationships.
- To ensure appraisals are productive and used effectively to promote professional development for managers and staff.

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.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") 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 directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- 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.

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.

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, 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.

Person Specification

Job Title:

Service Manager (CPC Service)

Essential knowledge:

- Social work qualification recognized by HCPC.
- Knowledge of national policy, strategy and developments regarding children's social care, and areas that impact on children's social care.
- Detailed knowledge of legislation, statutory regulations and guidance in respect of looked after children and child protection.
- In-depth knowledge of the London Child Protection Procedures.
- In-depth knowledge of latest research and evidence-based best practice in child protection and looked after children work.
- Detailed understanding of "outcomes concepts" and quality assurance methodologies.

Essential skills and abilities:

- Able to lead and manage operational projects to achieve desired outcomes, applying project management skills effectively.
- Able to develop, apply and use effectively at operational level outcomes-based quality assurance frameworks.
- Able to analyse and correctly interpret a range of different types of quality assurance information and draw evidence-based conclusions and recommendations.
- Able to produce high quality, analytical and evidence-based reports, and present to a range of audiences.
- Able to lead and manage staff in away that delivers good practice.

Essential experience:

- Experience of leading and managing a social work operational service responsible for child protection and looked after children work within a statutory setting.
- Experience of chairing a range of complex multi-agency meetings effectively.
- Experience of developing and implementing effective quality assurance systems.
- Experience of contributing to the development of a highly motivated, high achieving and stable work force with a positive, "can-do", customer-centred culture

Special conditions:

- Able to work outside of normal office hours when required and to be part of the senior manager out-of-hours rota.
- Undertake an enhanced CRB disclosure prior to employment and then every three years.