**CHILD PROTECTION COORDINATOR**

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| **Role Title** | Child Protection Coordinator |
| **Job Family** | Families |
| **Competency Level** | Team Manager |
| **Pay Scale** | PO7/8 |
| **Purpose** | |
| To lead, plan, develop and deliver an expert professional service within the Quality Assurance Service. To support the development, management and delivery of a safeguarding and child protection service to families. To ensure the Council maximises service outcomes in relation to cost. | |
| **Generic Accountabilities** | |
| *Generic Accountabilities* | *End Result/ Outcomes* |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| *Job Specific Accountabilities End Results/Outcomes* | |
| Management of the child protection conference process and contributing to the safeguarding children and young people | Conference meetings are conducted in line with London Procedures timescales and to required standards of Waltham Forest conference model  The record of the conference and records of any other statutory meetings are accurate, meet statutory and legal requirements and are available and distributed within required timescales  Parents/Carers are included and actively participate in the conference process  Children and young people’s experiences are sought, presented and influence the conference process  Ensure that child protection plans are formulated in line with relevant legislation, procedures and standards  To evaluate and monitor practice and the implementation and adherence to child protection and looked after children policies and procedures  Undertake the required monitoring of the child protection conference process within required timescales  Ensure that both individual practitioners, managers and the whole service learn from examples of good practice  Ensure that poor practice and drift is dealt with promptly, in an appropriate manner and in line with relevant guidance.  To chair other meetings as and when required, such as complex strategy meetings |
| The involvement of children and families as well as the people that support them. | To ensure the involvement of children, young people, their parents and carers in relation to child protection conferences  To involve children, young people, their parents and carers in decision making around service delivery and development |
| Effective implementation of role as ‘critical friend’ and quality assurance generally | Responsibility for monitoring practice and sharing learning across the service  To have a knowledge and understanding of key performance indicators and other local targets. To ensure that this is embedded in their role as child protection coordinators. Responsibility for taking action to achieve top quartile performance  To develop and maintain efficient and effective systems in place to ensure compliance with procedures and recording systems  To be available for consultation and advice on complex case matters when required, taking a lead role, where appropriate  To undertake management reviews of individual cases as and when required  Actively participating in the auditing and practice observation programme |
| To provide professional leadership for staff within children’s social care | Responsibility for raising standards of practice within children’s social care  Responsibility for ensuring that standards, targets and timescales are met for CP Conferences  Maintain a knowledge of relevant legislation and research, to ensure that services respond proactively to required changes  Develop and implement the team’s business plan, ensuring that it reflects the Children’s Service Plan  To recognise problems at an early stage, and identify solutions  To ensure that all duties are undertaken in a manner that promotes & values diversity  To build and maintain relationships with key partners to improve outcomes for children  To have lead responsibility in relation to designated areas of partnership. |
| To communicate effectively and appropriately across the Council and with partner agencies | Deliver a high level of communication with social workers, team managers, heads of service and senior leadership team on individual cases and any performance issues regarding both individuals and teams  All enquiries and complaints are dealt with in accordance with agreed timescales  Provide presentations of the outcomes of audits or individual management reviews to a variety of audiences |
| Make positive contributions to training, practice development and awareness of safeguarding issues | Deliver training to a variety of audiences  Undertake audits, management reviews  To be an active member of the Service’s management team, and to contribute to strategic policy and procedural developments  To advise and have input into relevant service plans for the delivery of training and development |
| Appropriately manage resources | Effective and timely use of resources whilst formulating child protection plans |

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| **Nature of Contacts** |
| Senior managers, directors, members and equivalent level external contacts, key stakeholder’s partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.  Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. |
| **Procedural Context** |
| Understanding of a Quality Assurance Framework and an ability to implement Audits, Surveys and critically analyse information |
| Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures** |
| Enhanced DBS  Working conditions: generally office based with occasional working from home.  Enable others to understand changes and developments in safeguarding and learn new processes/procedures |
| Resourcing |
| Reports to Head of Quality Assurance Service  Responsibility for equipment (inc. laptop and mobile phone). |
| **Knowledge, Skills and Experience** |
| Excellent written and verbal communication skills and the ability to build relationships with families, staff at all levels, other departments and agencies. Deal with people at all levels confidently, sensitively and diplomatically. |
| Good knowledge of legislation, current developments in research related to safeguarding, child protection, and children in need |
| Substantial front line experience of complex child care social work |
| Experience of managing and supervising complex child care social work |
| Experience of writing complex child care assessments, care plans, etc |
| Presentation of information and reports to senior leadership team |
| Ability to chair complex multi-agency conferences and meetings |
| Ability to develop and deliver training programmes related to children in need and Child Protection |
| Ability to write reports and policy documents related to safeguarding and child care matters |
| Basic use of Information Technology |
| **Indicative Qualifications** |
| CQSW, DIPSW, CSS |
| Accreditation as Social Work Practice Educator or Assessor |
| Use of relevant in-service or post qualification training, particularly safeguarding and Information Technology courses |