

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Practice Development Service Manager
DIRECTORATE	Children and Adults
SERVICE	Safeguarding and Quality Assurance Service
RESPONSIBLE TO	Head of Service – Safeguarding and Quality Assurance
GRADE	Range SW5
JOB FAMILY	PSW0387

MAIN PURPOSE OF JOB

To lead on the delivery of a quality assurance function across Children's Services and Early Help and contribute to Medway's safeguarding arrangements.

To lead the development, delivery and implementation of high-quality social work and early help practice, working with the Principal Social Worker across all of Children's Services and the wider children's multi-disciplinary partnership.

To manage and enable Practice Development Leads to provide specialist and expert advice, consultation, coaching and challenge in the management of complex casework to operational staff.

To maintain a lead responsibility for developing, implementing and overseeing the Learning and Accountability Framework and specific quality assurance initiatives across services, ensuring the delivery of quality standards within children's services, including identification through audit of the effective implementation of policies and procedures and national requirements. Undertake quality assurance activity to support and constructively challenge social work management and practice.

To celebrate good practice as well as follow up and follow through on learning arising from quality assurance and audit activities ensuring timely action is taken and lessons are learnt, with a whole systems approach to learning.

To adhere to and uphold professional standards set out by Medway Council, Social Work Post-Qualifying Standards, Professional Capability Framework and Social Work England.

ACCOUNTABILITIES

Manage and supervise the Practice Development Leads.

Support the embedding of Signs of Safety, Medway's Practice Framework for all of Children's Services and our partners.

Provide professional leadership that promotes children's social care as a highly valued part of the wider social work environment in partnership with the Principal Social Worker.

Develop and maintain effective working relationships with key managers and staff in partner agencies to ensure alignment of effective safeguarding functions across the multi-agency network.

Work alongside frontline managers to provide specialist and expert advice, consultation, coaching and challenge to continually improve the practice across Children's Services.

Ensure that current practice research, policy and guidance is disseminated and accessible to all social workers, underpinning our commitment to a learning culture for all staff.

Lead, inspire and develop staff within Children's Services to facilitate the effective delivery of a safeguarding service to children and young people.

Be responsible for the dissemination of quality supervision, robust quality assurance and professional development to the Practice Development Leads.

Work with frontline teams to further develop systems and processes to ensure the voice of the child continues to inform our practice.

Improve the level of feedback on quality of services from children, service users, their families, carers and staff through honest and open communication; face-to-face discussions between those carrying out the quality assurance activity and those carrying out the work to ensure that there is clear understanding of actions and that staff feel their views are heard and appropriately represented.

Work with practitioners and managers across Children's Services ensuring that everyone has a role to play in improving quality and that quality assurance is a consideration of everyday practice and not seen as a one-off activity.

Provide regular, analytical and evidence based reports with a focus on "closing the loop" for quality assurance activities, thus ensuring that all quality assurance work considers and produces recommendations for change and development in policy, service provision and planned continuous improvements in the quality of our work with children and families in Medway.

KEY CORPORATE ACCOUNTABILITIES

To work with colleagues to contribute to service plan objectives/targets.

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To participate in one-to-one Performance Development Reviews and contribute to the identification of own and team development needs.

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable
- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'

#Make it Medway

Official (unmarked)

PERSON SPECIFICATION

QUALIFICATIONS

QUALIFICATIONS	Assessment Method
Qualified Social Worker	Application
Evidence of continuous professional development	Application
Registered with Social Work England	Application
Recognised management qualification or willingness to obtain	Application
Recognised post qualification in social work	Applications
EXPERIENCE	
Significant post qualification experience of working in a relevant field.	Application
Significant demonstrable experience and understanding of child protection and safeguarding throughout the child's journey and including proceedings and PLO.	Application/ Interview
Substantial post qualifying experience of managing social workers.	Application/ Interview
Significant experience of developing, implementing and embedding quality assurance mechanisms to practice and enhance outcomes for children, young people and their families	Interview
Demonstrable understanding of current research into best practice in social work with children, young people and their families	Interview
Demonstrable experience of monitoring and evaluating outcomes for children and families	Application/ Interview
Demonstrable experience of coaching, influencing and mentoring colleagues	Application/ Interview

KNOWLEDGE	Assessment Method
Uses advanced theoretical / practical / procedural / organisational / policy knowledge across a specialist area and has detailed knowledge of organisational policies, practices or procedures.	Interview
Demonstrable knowledge and experience in the application of relevant theoretical frameworks, practice models and research findings.	Interview
Demonstrable knowledge of council priorities and service objectives, and how this post contributes to their achievement	Application
Expert knowledge and understanding on social care matters and be able to exercise leadership and challenge to social work practitioners and managers across the Council and partner agencies.	Application / Interview
SKILLS	
Ability to analyse and interpret very varied and highly complex information, developing strategies and solutions for long term plans.	Interview
Ability to use highly developed communication skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences and stakeholders.	Interview
Ability to carry out tasks which have a high direct impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.	Interview
Ability to take responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives.	Interview
Ability to write high quality written reports which are suitable for a variety of professional settings.	Application / Interview
Demonstrable ability to contribute to and inform the strategic development of the service, using a range of information on future trends to set measurable performance objectives.	Interview

Commitment to equality and diversity, identifying service delivery strategies which are equitable for service-users and staff, challenging discriminatory practices and actively promoting diversity.	Interview
Evidence of commitment to, and ability to provide, a culture of continuous improvement and proven track record in the successful development and implementation of fundamental improvement/change programmes, ensuring business plans are focused and meet service requirements.	Interview
Evidence of multi-agency working	Application
Ability to work effectively as part of a team to achieve team and service plan objectives and targets.	Application / Interview
Can work independently within clear guidelines and regularly uses initiative to make decisions, referring to more senior officers for advice on policy/resource issues.	Application
Ability to work under pressure and prioritise workloads.	Interview
PERSONAL QUALITIES	
Ability to work flexible hours where required	Application
Ability to maintain confidentiality at all times	Application
OTHER REQUIREMENTS	
Registered with Social Work England (SWE) and ongoing commitment to SWE Code of Conduct	Application
Commitment to continuous professional development and the acquisition of advanced and specialist skills and knowledge	Application
Full driving licence	Application
Enhanced DBS check	

ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be line managed by the Head of Service, Safeguarding and Quality Assurance.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be able to work independently within clear guidelines and will regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The job involves considerable direct responsibility for the direction, co-ordination or training/development of other employees.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

FINANCIAL ACCOUNTABILITIES

The post holder will share responsibility with the Head of Service for efficient budget management and will have a sound understanding of financial regulation.

WORKING ENVIRONMENT

The post holder will be based in one of Medway Council's establishments.

WORKING STYLE

The workstyle for this role has been assessed as 'Hybrid'. This means the post holder will have a flexible workstyle and be able to work from a variety of locations. There is an expectation that the post holder will be office based for a minimum of 2 days each week.