

Job Description

Job title	Practice Development Manager
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	SW4
Reports to	Principal Social Worker

Main purpose of the job:

- To support the research, design, and delivery of high-quality adults practice across all of Adults Services and the wider system.
- To lead on a specialist area within newly qualified social workers, social work students and adult apprentices. Coordinating the design and delivery of the programmes and implementation and facilitation of resources to promote best practice.
- Responsibility for the recruitment, retention, induction, workshops, and observations alongside providing feedback for critical reflection and learning for individuals.
- Support the development and career progression of students and practitioners, to develop their knowledge, skills, values, and practice.
- Promote professional development, creating a robust learning culture which will provide high quality practice and effective outcomes for adults, carers, and families.
- To adhere to and uphold professional standards set out by Medway Council, Social Work Post-Qualifying Standards, Professional Capability Framework and Social Work England.
- To be an active change agent in driving improvements in the standards of practice, promoting and delivering Medway's ASC vision alongside, the Care Quality Commission's commitment: to ensure health and care services provide people with safe, effective, compassionate, high-quality care and to encourage those services to improve.
- Implement and support training/learning opportunities, to embed strengths-based practice which maximises individuals' autonomy and promotes independence and healthier lives.
- Contribute to a comprehensive Quality Assurance framework across the service, by undertaking a range of auditing activity, analysing, and distributing findings to develop and deliver a learning culture across adults.

- Actively engage the voice of practitioners, adults, carers, and families ensuring individuals experiences and outcomes are tailored, promoting the minimisation of inequalities, enhancing equality including those with different cultural and protected characteristics.
- To support and develop integrated, effective, and efficient approaches in the co-producing with and engagement of adults, carers, and families.
- To understand the potential and actual inequalities in care and support outcomes: and work across adult's social care and the wider systems alongside such groups to co-produce actions to reduce inequalities.
- To be an active participant and lead in collaboration with partner agencies, communities, and wider systems to ensure a diverse and flexible joined up approach is embedded within practice.
- To provide support and challenge across the service where appropriate to ensure practice remains focused on the Adult.
- To support in policy development across Adult Social Care.

Accountabilities and outcomes

- Support the research, design, and delivery of high-quality practice across all of Adults Services and the wider system, identifying opportunities that will deliver service improvements to the residents of Medway. This may include the consideration and adherence to financial regulations and budgetary constraints
- Promote and support professional development, through implementing and undertaking training/learning opportunities, embedding strengths-based practice and maximising individuals' autonomy to promote independence and healthier lives.
- Promote and support the individual development and career progression of students and practitioners in order to develop their knowledge, skills, values and practice.
- Lead on the recruitment, retention, induction, workshops and observations providing feedback for critical reflection and learning for individuals.
- Contribute to a comprehensive quality assurance framework across the service, by undertaking a range of auditing activity, analysing, and distributing findings and working with senior managers to consider learning from audits to improve practice and make any required changes.

- Work collaboratively with stakeholders and actively engage the voice of practitioners, adults, carers, and families ensuring individuals experiences and outcomes are tailored, minimising inequalities, and promoting equality.
- Understand the potential and actual inequalities in care and support outcomes, working in collaboration with adult social care, partner agencies, communities, and the wider systems to co-produce actions to reduce inequalities, manage risks and ensure a diverse and flexible joined up approach is embedded within practice.
- Contribute to the effective formulation, monitoring, and review of policies across Adult Social Care in order to integrate any changes as required.

Key Corporate Accountabilities:

- Work with colleagues to achieve service plan objectives and targets.
- Understand and actively keep up to date with GDPR responsibilities, including regular refresher training.
- Safeguarding is everyone's responsibility: act in a way that safeguards the wellbeing of children and vulnerable adults.
- As a corporate parent, contribute to the wellbeing and outcomes of Medway's care-experienced children and young people.
- Participate in the performance appraisal process and contribute to identifying own and team development needs.
- Work in accordance with the Equality Act 2010, promoting equality, eliminating discrimination, and fostering good relations.
- Ensure compliance with Health and Safety legislation, policies and procedures.
- Contribute to the Council's climate and carbon reduction commitments.
- As Medway Council is a Category One responder under the Civil Contingencies Act, participate in response duties if required.

Organisation:

- This role reports to the Principal Social Worker

Working Style:

- Hybrid – flexible working across office, home, and community-based settings.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications Level A

- A recognised professional Social Work (SWE)
- Current, Enhanced DBS disclosure
- Full driving licence (valid for use in the UK) and access to a vehicle
- A Minimum of 4 years post qualifying experience with, where appropriate, either Practice educator, Best Interest Assessor or Approved Mental Health Professional qualification or equivalent.

Knowledge

Level A

- Knowledge of relevant health and social care legislation, policies and procedures.
- Knowledge of theoretical frameworks.
- Knowledge of how to facilitate the learning of students and NQSW's
- An understanding of the financial regulations and budget position for Adult Social Care.
- Knowledge of regulatory standards, best practices, organisational policies procedures in adult social care
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Level B

- Knowledge of specialist areas of practice across Adult Social Care.
- Knowledge of how to apply relevant theoretical frameworks, practice models, and research findings.
- Knowledge of mentoring and coaching
- Knowledge of financial planning and policy development, driving improvements in fiscal management and operational efficiency.
- An understanding of the Council's Performance Appraisal process.

Level C

- Advanced knowledge of the application of legal frameworks
- Advanced knowledge of Change management
- Advanced knowledge of wider systems i.e. Universities, Partners
- Advanced knowledge of the application of Social Work theories and methods

Experience

Level A

- A minimum of 4 years post qualifying experience.

- Experience of supervising social care staff, including NQSW, Assessors, Students, and Practice Educators.
- Experience of coaching and/or mentoring Social Workers at an advanced level.
- Experience, knowledge and understanding of working alongside partner agencies including the HEI's in education.
- Experience of working within National Policies and developments relating to Adult Social Care, policy areas and the impact on vulnerable adults and their family/carers
- Experience in delivering and implementing training.
- Experience in supporting students, Practice Educators and assessors
- Experience of supporting others in managing recruitment and retention.
- Experience in conducting audits and implementing quality improvement initiatives
- Experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care

Level B

- A minimum of 12 months experience working at Level SW4A for career progression applications
- Proficient in coaching and mentoring Social Workers, providing necessary guidance to support their professional development.
- Experience collaborating with partner agencies, including Higher Education Institutions (HEIs), to facilitate education and training.
- Competent in delivering and implementing training programs, ensuring they meet organizational needs.
- Experience supporting students, Practice Educators, and assessors in maintaining regulatory standards within the profession, with the ability to address practice concerns.
- Experience assisting with recruitment and retention efforts, contributing to the attraction and retention of quality social care staff.
- Proficient in integrating psychological and human development theories into practice to enhance outcomes.

Level C

- A minimum of 24 months experience working at Level SW4B for career progression applications.
- Experience working within National Policies and developments related to Adult Social Care, with a thorough understanding of their impact on vulnerable adults and their families/carers.
- Expertise in designing, delivering and implementing training programs, ensuring they are effective, comprehensive, and aligned with organisational goals.

Skills

Level A

- Demonstrate sound professional judgments and is accountable for their actions.
- Ability to complete and provide expert advice and support to others to complete a range of complex tasks such as report writing, presentations, detailed assessments, and calculations, including budgetary control and management.
- Can apply and effectively use theoretical frameworks and research evidence.
- Able to apply statutory requirements and guidance, local procedures, and standards as they apply to vulnerable adults and their families and carers.
- Demonstrate effective assessment and management of risk ability.
- Ability to drive and manage change
- Demonstrable ability to analyse varied and highly complex information or situations and to develop effective solutions or strategies.
- Highly developed communications skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences.
- Ability to make informed decisions based on evidence and best practices.
- Commitment to continuous learning and professional growth.
- Ability to mentor and support the development of others.
- Highly developed negotiation and conflict resolution skills.
- Demonstrable ability to have a high direct impact on the well-being of individuals or groups of people.
- Excellent leadership and coaching skills to improve performance, share best practice and inspire and guide others.

Level B

- Exhibits sound professional judgment and accountability for actions, consistently making informed decisions.
- Proficient in completing and supporting complex tasks, including report writing, presentations, detailed assessments, and budget management, ensuring high-quality outcomes.
- Effectively applies and utilizes theoretical frameworks and research evidence to inform practice and improve service delivery.
- Expertly applies statutory requirements and guidance, as well as local procedures and standards, to support vulnerable adults and their families/carers.
- Demonstrates advanced skills in risk assessment and management, ensuring the safety and well-being of service users.
- Possesses highly developed communication skills, confidently presenting complex and sensitive information in an understandable manner, tailored to diverse audiences.
- Significantly impacts the well-being of individuals or groups, through direct intervention and support.
- Utilises leadership and coaching skills to enhance performance, share best practices, and foster a culture of continuous improvement.

Level C

- Integrates and applies advanced theoretical frameworks and research evidence to drive innovative practice and service improvements.

- Expertly navigates and applies statutory requirements and guidance, as well as local procedures and standards, to effectively support vulnerable adults and their families/carers
- Exhibits advanced proficiency in risk assessment and management, ensuring comprehensive safety and well-being strategies for service users.
- Analyses and synthesizes highly complex information and situations, developing strategic, long-term solutions and plans.
- Possesses exceptional communication skills, confidently presenting complex and sensitive information in a clear and accessible manner, tailored to diverse audiences.
- Significantly enhances the well-being of individuals or groups, through direct intervention, strategic planning, and support.
- Utilises advanced leadership and coaching skills to drive performance improvement, share best practices, and cultivate a culture of excellence and continuous development.
- Expertise to lead the updating and refreshing of organisational policies, practices, and procedures. Demonstrates the ability to critically assess and enhance existing frameworks, ensuring they are aligned with current best practices and regulatory standards. Drives initiatives to implement innovative solutions, fostering a culture of excellence and continuous improvement within the organisation.