

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	IRO Operational Manager
DIRECTORATE	Children and Adults
SECTION	Safeguarding and Quality Assurance
RESPONSIBLE TO	Head of Service - Safeguarding and Quality Assurance
GRADE	Range SW5
JOB FAMILY/ LEVEL	PSW0387

MAIN PURPOSE OF JOB

This is an operational role responsible for planning, leading and developing Social Workers in their designated team and to assist the Head of Service in the development across the Safeguarding and Quality Assurance Service.

To ensure that high professional standards are maintained within Safeguarding and Quality Assurance and throughout Children's Services through the establishment of quality assurance mechanisms and regular reviews of practice and to ensure that, if professional standards fall short of expectations, issues are robustly addressed and escalated where necessary.

To allocate new cases to team members in a timely manner and oversee the work of the team, ensuring an efficient and effective service is maintained.

To supervise and manage a team of Independent Reviewing Officers, promoting consistently good practice and performance.

To be accountable for the quality of the service that is offered to each looked after child. The role will include providing oversight, professional advice and management support to each IRO.

To ensure that Looked After Children reviews are in line with statutory guidance, to the council's standards and within statutory and locally set timescales.

To ensure that there are policies in place to maintain the quality of service delivery. This should include regular and routine feedback from parents, children and social workers and an audit of the records and direct observation of the IRO.

To manage the dispute-resolution process, escalating where appropriate.

To produce an annual report on the activities of the IRO Service for the scrutiny report for the scrutiny of the members of the corporate parenting board.

To assist in responding to stage 2 complaints concerning services to looked after children/care leavers as and when required.

To offer advice and consultancy about specific complex case issues to social workers, and staff from other agencies.

KEY CORPORATE ACCOUNTABILITIES

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.

#Make it Medway

‘Do what you say and say what you do’.

PERSON SPECIFICATION

QUALIFICATIONS	Assessment Method
Qualified Social Worker.	Application
Evidence of continuous professional development.	Application
Recognised management qualification or willingness to obtain	Application
Registered with the Health and Care Professions Council	Application
EXPERIENCE	
Demonstrable post qualification experience of working with children and families (min 5 years)	Application/ Interview
Demonstrable experience of managing teams.	Application/ Interview
Demonstrable experience of working effectively with external agencies	Application/ Interview
Demonstrable experience of strategic planning and leadership.	Application/ Interview
Demonstrable experience of implementing quality assurance mechanisms to evaluate the activities of the IRO.	Application/ Interview
Demonstrable experience of reviewing policy and implementing new procedures.	Application/ Interview
KNOWLEDGE	
Demonstrable knowledge and experience in the application of relevant legislation, statutory guidance, standards and local policies and procedures.	Application/ Interview
Demonstrable knowledge and experience in the application of relevant theoretical frameworks, practice models and research findings.	Application/ Interview

Knowledge of council priorities and service objectives, and how this post contributes to their achievement	Application/ Interview
Knowledge of the role of other statutory and voluntary agencies involved in the social care, health and education of children	Application/ Interview
A sound understanding of the legal framework and care planning process governing how the local authority meets its responsibilities towards looked after children	Application/ Interview
SKILLS	Assessment Method
Produces literate, analytical and well written reports which are suitable for a variety of professional settings.	Application/ Interview
Able to inform others, act on and prepare for change based on national and local priorities for children's services.	Application/ Interview
Understands and is committed to equality and diversity and treats everyone fairly and with respect.	Application/ Interview
Demonstrable ability to set clear direction for, developing, managing and coaching productive teams covering more than one area of activity, or in more than one workplace.	Application/ Interview
Ability to work under pressure and prioritise workloads.	Application/ Interview
Ability to use ICT packages.	Application/ Interview

PERSONAL QUALITIES	
Commitment to continuous professional development and the acquisition of advanced and specialist skills and knowledge	Application/ Interview
Ability to work flexible hours where required	Application/ Interview
Full Driving License	Application/ Interview

Ability to maintain confidentiality at all times.	Application/ Interview
Registered with HCPC and ongoing commitment to HCPC Code of Conduct	Application/ Interview
Enhanced DBS Check	Application/ Interview

Competencies

Factor	Level	Competency
Knowledge	7	Able to use advanced theoretical / practical / procedural / organisational / policy knowledge across a specialist area and has detailed knowledge of organisational policies, practices or procedures in own and other related specialist areas.
Mental Skills	6	Demonstrable ability to analyse and interpret very varied and highly complex information, developing strategies and solutions for long term plans.
Communication Skills	5	Able to demonstrate highly developed communication skills to confidently present complex and sensitive information in an understandable way, adapting the style to a range of audiences.
Initiative and Independence	5	Can work independently within clear guidelines and regularly uses initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
Responsibility for People	5	Carries out work which has a major impact on the wellbeing of people, including assessing and deciding on complex needs, implementing care/welfare programmes, making decisions that have a high impact on people, developing policies and procedures which have a significant impact on the service
Responsibility for Supervision	4	Sets clear direction for, developing, managing and coaching productive teams covering more than one area of activity, or in more than one workplace.

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 QA and Safeguarding

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

The post holder will manage his/her own time effectively working directly with a broad range of partner agencies and other departments in Children's Services using his/her own initiative to ensure procedures are followed and targets are met.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will have direct line management responsibility for the Independent Reviewing Officers.

(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, including working with children and families to ensure they are appropriately involved in decisions.

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 but will be expected to travel throughout Medway and sometimes the rest of the UK.

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