

JOB DESCRIPTION

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| Position Title: | Head of Service, Children in Care | Date Prepared: | April 2013 |
| Directorate: | Families | JD Reference no | |
| Department: | Children and Families | Grade: | PO12 |
| Location: | Juniper House, 221 Hoe Street London E17 | | |

JOB PURPOSE

This post is a member of the Children and Families Service senior Management team and plays a key role in improving outcomes for children through the strategic leadership and operational delivery of the Borough's Children in Care service.

As a Head of Service, the post holder will be expected to make a broad and sustained contribution to the achievement of the authority's aims and objectives.

This role is responsible for the delivery of all of the Council's services to children in care and care leavers. As well as the management and development of a large team, this is a role that requires significant work with partner organisations, including statutory agencies and the voluntary sector.

ROLE DIMENSIONS

The post reports to the Divisional Director, Children & Families who in return reports to the Deputy Chief Executive, Families. The post has leadership responsibility for 56 staff across the service and manages a budget of £2.69 million. The role requires significant communication and liaison with senior officers and Members.

PRINCIPAL ACCOUNTABILITIES

Service

1. Lead and manage the children in care service ensuring that government and departmental policies are adhered to.
2. (Taken out – duplication of point 5)
3. Take accountability for ensuring delivery of an effective service that meets statutory requirements and that the service is fit for purpose and meets the requirements set out in inspection frameworks.
4. Develop and lead effective partnerships ensuring that they deliver high quality services and good outcomes for children and young people.
5. Improve outcomes for children and young people and to involve service users in the planning and delivery of evaluation of services.
6. Contribute to the smooth and effective transfer and transitions for Children and Young People into Adulthood/Adult Services.

7. Ensure delivery and compliance with statutory provisions relating to the services and council's priorities
8. Utilise resources efficiently and effectively
9. Manage projects and contracts successfully, and develop links with commissioning and ensure that procurement regulations are met
10. Manage staff performance within the Council's Performance Management framework.
11. Set and monitor targets for the service and ensure that the service is operating within national and local performance indicators and ensuring improvements against targets when necessary.
12. Advise, consult and communicate with Councillors, senior managers, and staff and other stakeholders as appropriate.
13. Promote good strategic and operational working relationships with key partners, service providers, stakeholders and the wider community and working with residents, customers, partners and Councillors to improve services.
14. Develop and implement business plans to meet operational requirements and be accountable for the provision of designated services and their continuous improvement.
15. Draft and implement policy for the service's areas of operation. Prepare and present development proposals as appropriate to key strategic partnerships including council committees.
16. Ensure effective operational use of all resources and budgets and being responsible for the monitoring of expenditure against estimates and the initiation of corrective action as necessary. Regularly review working methods, systems and equipment

People

1. Lead and motivate staff effectively in order to deliver excellence and achieving positive outcomes for children and young people.
2. Ensure quality supervision practise of both staff and case work is carried out and dealing with issues of management and staff non-compliance.
3. Continuously improve practice and service across the Children and Families Service
4. (Taken out – duplication of point 5)
5. Lead on change management and championing change in culture across the service promoting positive management and staff behaviours and high standards of practice and participating in reviews of other functions and services.
6. Demonstrate a commitment to the Council's Core Values and display leadership and management behaviours as set out in the Council's Management Standards.

7. Responsible for the health and safety practices within the service.

Communication and Information

1. Responsible for overall communication and image of the service, providing specialist advice when necessary and ensuring that clear communication methods are adopted within the service. This includes communication when producing committee reports and other written reports and correspondence to suit diverse audiences.
2. Ensure suitable management information and performance management systems and other relevant systems are developed and that they are constantly reviewed to ensure they are fit for purpose.
3. Provide relevant information to service users and the maintenance of high levels of communication with service users in order to improve customer satisfaction. Ensuring development of good customer care across the service.
4. Ensure systems and Information Communications Technology are used to best effect to support service delivery.

Quality and Equality

1. Understand and comply with the Council's Equal Opportunities Policy and promote quality and equality within the Group and in the provision of services.

Other Factors

1. Uphold and comply with the statutory provision of the Health and Safety at Work Act 1974 and any other relevant legislation or Council Policies and Procedures relating to Health and Safety at Work.
2. Understand and actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.
3. This Post is politically restricted and subject to an enhanced CRB check.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties as required by the service.

KEY COMPETENCIES

Service

Develop and implement business plans for the meeting of operational requirements. Be accountable for the provision of designated services and their continuous improvement.

Draft Policy Review schedules and proposals covering the service's business areas. Prepare and present development proposals as appropriate.

Participate in reviews of other functions and services. This may include Best Value Reviews.

Represent the Unit Head as directed.

People

Maintain sound supervisory practice within the service.

Be responsible for the operation of the Council's Performance Management provisions within the Group.

Be responsible for the functioning of any Career Schemes operating in the service.

Be responsible for the health and safety practices within the service.

Resources

Ensure effective operational use of all service resources. Be responsible for the monitoring of expenditure against estimates and the initiation of corrective action as necessary. Regularly review working methods, systems and equipment.

Communication and Information

Develop suitable management information and business systems within the service.

Provide specialized advice on matters specific to own area of expertise. Be responsible for spoken and written communication by the service, including the production of reports and correspondence.

Quality and Equality

Understanding and complying with the Council's Equal Opportunities Policy and promoting quality and equality within the Group and in the provision of services.

To uphold and comply with the statutory provisions of the health and safety at work act 1974 and other relevant legislation or Council policies and procedures

| Actions | By Whom | Position | Date |
|-----------------------------------|---------|----------|------|
| Job Description Drafted | | | |
| Job Evaluation completed | | | |
| JD & Grade confirmed to employees | | | |

PERSON SPECIFICATION

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| Position Title: | Head of Service – Children in Care | Date Prepared: | April 2013 |
| Directorate: | Families | Position Number: | |
| Department: | Children and Families | Grade: | P012 |
| Location: | | | |
| WS= Written Submission | | I= Interview | T= Test |

| Person Specification | Essential | Desirable | Method of Assessment |
|---|-----------|-----------|----------------------|
| 1. EXPERIENCE | | | |
| 1.1 A track record of success and sustained achievement in a senior management role within local authority children's services, particularly within children in care | ✓ | | WS/I |
| 1.2 A proven record of successfully providing strategic leadership and managing the direct provision of high quality services. | ✓ | | WS/I/T |
| 1.3 Evidence of effective financial management including prioritising and targeting resources, innovation and partnerships to meet service delivery targets. Results orientated approach which provides quality services in a cost effective way. | ✓ | | WS/I |
| 1.4 Proven track record of developing a service to meet the diverse needs of the community. | ✓ | | WS/I/T |
| 1.5 Experience of leading the development of strategic partnerships with statutory agencies and voluntary organisations. | ✓ | | WS/I/T |
| 1.6 Demonstrable track record of working in conjunction with members and or senior managers and partners and service users in order to achieve service improvement. | ✓ | | WS/I/T |

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| 1.7 Experience of contributing at a strategic level in delivering service improvement. | ✓ | | WS/I/T |
| 1.8 Ensuring compliance of organisation policies and procedures. | ✓ | | WS/I/T |
| 1.9 Experiencing of managing major projects and contracts successfully and being responsible for commissioning and procurement. | ✓ | | WS/I/T |
| 1.10 Experience of leading culture change within an organisation. | ✓ | | WS/I/T |
| 1.11 Experience of dealing with and being accountable for performance management. | ✓ | | WS/I |
| 2. SPECIAL ABILITIES/APTITUDES | | | |
| 2.1 Ability to demonstrate a commitment to valuing diversity and promoting equality. | ✓ | | WS |
| 2.2 Ability to manage, motivate and develop staff to achieve organisation priorities. | ✓ | | WS/I/T |
| 2.3 Ability to promote a compelling vision and take action to deliver improved outcomes. | ✓ | | WS/I/T |
| 2.4 Ability to work both corporately and with partners to seek new and better ways of doing things. | ✓ | | WS/I/T |
| 2.5 Ability to communicate and engage effectively with staff to achieve positive culture change and achieve quality outcomes to services users. | ✓ | | WS/I/T |
| 2.6 Ability to communicate and work effectively with service users, councillors, senior managers and partners. | ✓ | | WS/I/T |
| 2.7 Ability to implement a framework for assessing service performance to ensure systems are working effectively to provide high quality services and to act quickly to achieve a positive impact if remedial action is required. | ✓ | | WS/I/T |

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| 2.8 Being able to demonstrate creative and innovative approach to social care policy challenges. | ✓ | | WS/I/T |
| 2.9 Ability to speak the most common community languages in Waltham Forest other than English. These include Turkish, Urdu, Somali, Albanian, Bengali, Hindi and French. | | ✓ | WS |
| 3. OTHER POSITION SPECIFIC REQUIREMENTS | | | |
| 3.1 To understand and comply with the requirements of the Health and Safety at Work Act 1974. | ✓ | | WS |
| 3.2 Commitment to the Council's Equal Opportunities Policy and acceptance of its practical application. | ✓ | | WS/I |
| 3.3 Commitment to the Council's Core Values and the Management Standards. | ✓ | | WS/I/T |
| 3.4 Having a current Health and Care Professions Council (HCPC) registration and ensuring the renewal of such when due. | ✓ | | WS |
| 4. EDUCATION AND TRAINING | | | |
| 4.1 Ability to communicate at degree level both verbally and in writing. | ✓ | | WS |
| 4.2 Dip SW equivalent degree level Social Work qualification. | ✓ | | WS |
| 4.3 Substantial Continuing Professional Development. | ✓ | | WS |
| 5. DISQUALIFYING FACTORS | | | |
| 5.1 Indication of sexist, racist or anti-disability attitudes or any other attitudes inconsistent with the Council's Equal Opportunities Policy. | | | WS/I |