

## JOB DESCRIPTION

Position Title:	<b>Head of Service – Placements &amp; Resources</b>	Date Updated:	April 2013
Directorate:	Families Directorate	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 Management team and plays a key role in improving outcomes for children through the delivery of high quality placements and resources services for eligible children in the Borough. 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 post is responsible for adoption, fostering, placements, Special Guardianship Order, the contact service and the short breaks respite unit for disabled children. As well as holding responsibility for 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 and Families, who in turn reports to the Deputy Chief Executive, Families. The post leads a staff group of 59 and has responsibility for a budget of £3 million excluding staffing and placements costs, and those relating to the short breaks service. The role requires significant communication and liaison with the Executive Team and Members.

### PRINCIPAL ACCOUNTABILITIES

#### Services

1. Lead and manage the placements and resources service ensuring that government and departmental policies on child protection and children in care are effectively implemented.
2. Improve outcomes for children and involve service users in the planning, delivery and evaluation of services
3. Contribute to the realisation of the Council's vision, values and strategic aims through the delivery of high quality services.
4. Ensure delivery of an effective service that meets statutory requirements.

#### People

1. Provide a clear sense of purpose and direction to motivate and develop staff and Foster Carers.
2. Develop a culture and ways of working that promotes the continuous improvement of practice across the Children and Families service.

3. Establish, challenging but achievable performance targets for the service and monitor the service's activities against these targets. Where national or local performance indicators exist, ensure that the service is operating at the agreed target levels.

### **Resources**

1. Manage effectively and efficiently all resources with the service area, in accordance with Best Value principles.
2. Take responsibility for the Budget Management process for the Service. This will include ensuring that all managers understand their responsibilities and manage their budgets effectively and monitoring budgets to ensure that variations to expected patterns of expenditure and income are fully investigated and appropriate corrective action is taken.

### **Communication & Information**

1. Advise, consult and communicate with Unit Heads, Service Heads, Executive Directors and Members as appropriate.
2. Establish, publish and implement policy and practice guidance consistent with national guidance.
3. Develop and maintain excellent working relationships with key partners, ensuring that corporate parenting is fully understood
4. Develop and maintain excellent working relationships with service providers, stakeholders and the wider community.
5. Maintain high levels of communication with service users by service providers in order to improve customer satisfaction.

### **Quality and Equality**

1. Promote quality and equality both within the Service and in the provision of services.
2. Understand and comply with the Council's Equal Opportunities Policy.

### **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 Group'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 Group.

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 Group.

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

### Resources

Ensure effective operational use of all Group 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 Group.

Provide specialized advice on matters specific to own area of expertise. Be responsible for spoken and written communication by the Group, 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**

Position Title:	Head of Service Placement & Resources	Date Updated:	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
<b>1 EXPERIENCE</b>			
1.1 A track record of sustained success and achievement in a senior management role with a local authority children and families service, particularly adoption and fostering	✓		WS/I/T
1.2 A proven record of strategic planning and ensuring operational delivery of strategic priorities.	✓		WS/I/T
1.3 Managing teams of staff, including performance management, within a structured framework	✓		WS/I
1.4 Managing complex budgets	✓		WS/I/T
1.5 Leading and managing change	✓		WS/I/T
1.6 Risk management	✓		WS/I/T
1.7 Improving services			
1.8 Involving service users in planning and delivery of services	✓		WS/I/T
<b>2 SPECIAL ABILITIES/APTITUDES</b>			
2.1 An effective leader and manager, able to set direction, and manage, motivate and develop teams to achieve outstanding performance	✓		WS/I/T
	✓		WS/I/T
	✓		WS/I/T
2.2 Work in partnership and develop new partnerships	✓		WS/I/T
2.3 Analyse and present complex information to a variety of audiences verbally and in writing	✓		WS/I/T

2.4 Manage projects and procurement	✓		WS/I/T
2.5 Interpret and use financial data and complex management information	✓		WS/I/T
<b>3. OTHER REQUIREMENTS</b>			
3.1 Commitment to the Council's Equal Opportunities Policy and acceptance of its practical application.	✓		WS
3.2 To understand and comply with the requirements of the Health and Safety at Work Act 1974.	✓		WS/I
3.3 To 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	✓		WS/I/T
3.4 Good knowledge of risk management, child protection and children in care	✓		WS/I/T
3.5 Good knowledge of children and families legislation, regulations and guidance	✓		WS/I/T
3.6 Good understanding of anti-oppressive practice	✓		WS/I/T
3.7 Having a current Health and Care Professions Council (HCPC) registration and ensuring the renewal of such when due.	✓		WS/I/T
<b>4. EDUCATION AND TRAINING</b>			
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
<b>5. DISQUALIFYING FACTORS</b>			
5.1 Indication of sexist, racist or anti-disability attitudes or any other attitudes inconsistent with the Council's Equal Opportunities Policy.			WS/I