

JOB DESCRIPTION

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| Position Title: | Head of Service – Quality Assurance | Date Prepared: | April 2013 |
| Directorate: | Families | JD Reference no | |
| Department: | Children and Families | Grade: | PO11 |
| 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 strategic leadership and delivery of service wide quality assurance. The post ensures effective quality assurance mechanisms and systems are in place in order to achieve excellence and positive outcomes for children and young people.

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 the Quality Assurance Framework, the Independent Reviewing- and Child Protection Conference services, the Local Authority Designated Officer (LADO) function and the business unit of the Waltham Forest Safeguarding Children Board.

As well as holding responsibility for team management and development, this is a role that requires significant work with partner organisations, including statutory agencies and the voluntary sector.

ROLE DIMENSIONS

The Head of Service, Quality Assurance reports to the Divisional Director, Children and Families who in turn reports to the Deputy Chief Executive, Families. The post leads a team of 20 and carries budgetary responsibility for £1.15 million excluding staffing costs. The role requires significant communication and liaison with the Executive Team and Members

PRINCIPAL ACCOUNTABILITIES

Service

1. Take responsibility for the development, implementation and ongoing management of a service wide quality assurance framework
2. Work with the service and Commissioning and Performance colleagues to ensure effective analysis of needs and service provision
3. Contribute to the Council's key priorities and strategic aims through the delivery of the service and ensuring compliance with related statutory provisions
4. Manage within budgets and utilise resources effectively achieving value for money.

5. Set and monitor targets for the service and ensure that service is operating within national and local performance indicators and ensuring improvements against targets when necessary.
6. Work effectively with key partners and other stakeholders including working closely with other Heads of Service within Children and Families in order to achieve effective quality assurances of services provided to Children and Young People.
7. Develop and implement business plans to meet operational requirements and be accountable for the provision services continuous improvement, presenting development proposals as appropriate to key strategic partnerships, including Council committees.
8. Draft service related policy review and evaluate practice and and preparation for inspection.
9. Be responsible for the operation of the Council's Performance Management provisions within the Service

People

1. 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.
2. Demonstrate a commitment to the Council's Core Values and displaying leadership and management behaviours as set out in the Council's Management Standards.
3. Lead and motivate staff effectively in order to deliver excellence and achieving positive outcomes for children and young people.
4. Contribute to the continuous improvement of practice and service across the Children and Families Service
5. Oversee the mandatory training programme across Children and Families

Communication and Information

1. Lead the overall communication and image of the service, providing specialist advice when necessary and ensuring that clear communication methods are adopted within the service.
2. Advise, consult and communicate with Members, senior managers, and staff and other stakeholders as appropriate.
3. To ensure suitable management information and performance management and training systems are developed and that they are constantly reviewed to ensure they are fit for purpose.
4. Ensure that a robust participation strategy is implemented, seeking feedback from service users and other stakeholders on service provision to ensure they are fit for purpose and making recommendations when corrective action needs to be taken.

5. Ensure systems and Information Communications Technology are used to best effect to support service delivery.

Quality and Equality

1. Understanding and complying with the Council's Equal Opportunities Policy and promoting 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 service.

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 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 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 Quality Assurance | Date Prepared: | April 2013 |
| Directorate: | Families Directorate | Position Number: | |
| Department: | Children and Families | Grade: | P011 |
| Location: | | | |
| WS=Written Submission | | I= Interview | T= Test |

| Person Specification | Essential | Desirable | Method of Assessment |
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| 1. EXPERIENCE | | | |
| 1.1 A track record of sustained success and achievement in a senior management role with a local authority children and families service | ✓ | | WS/I |
| 1.2 A proven record of strategic planning and ensuring operational delivery of strategic priorities. | ✓ | | WS/I/T |
| 1.3 Experience of managing complex budgets including prioritising and targeting resources in a cost effective way. | ✓ | | WS/I |
| 1.4 Experience of leading the development of strategic partnerships with statutory agencies and voluntary organisations. | ✓ | | WS/I/T |
| 1.5 Leading and managing change. | ✓ | | WS/I/T |
| 1.6 Experience of delivering service improvement at a strategic and operational level. | ✓ | | WS/I/T |
| 1.7 Ensuring compliance of organisation policies and procedures. | ✓ | | WS/I/T |
| 1.8 Experience of managing risk. | ✓ | | WS/I/T |
| 1.9 Experience of leading culture change within an organisation. | ✓ | | WS/I |
| 1.10 Experience of dealing with and being accountable for performance management. | ✓ | | WS/I/T |

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| 1.11 Experience of involving service users in planning and delivery of service. | ✓ | | 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 people. | ✓ | | WS/I/T |
| 2.3 Ability to work both corporately and with partners to seek new and better ways of doing things. | ✓ | | WS/I/T |
| 2.4 Ability to communicate and engage effectively with staff to achieve positive culture change and achieve quality outcomes to services users. | ✓ | | WS/I/T |
| 2.5 Ability to communicate and work effectively with service users, councillors, senior managers and partners. | ✓ | | WS/I/T |
| 2.6 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 |
| 2.7 Being able to demonstrate creative and innovative approach to social care policy challenges. | ✓ | | WS/I/T |
| 2.8 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 | ✓ | | WS/I |

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| of its practical application. | | | |
| 3.3 Commitment to the Council's Core Values and the Management Standards. | ✓ | | WS/I/T |
| 3.1 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 |