# SEFTON METROPOLITAN BOROUGH COUNCIL
# JOB PROFILE

## POST

**Service Manager – Safeguarding and QA**
(Indicative Grade HAY 6)

## JOB PURPOSE

1. To manage, develop and lead staff and teams within Safeguarding and Quality Assurance to deliver high quality services that ensure that the children and young people in Sefton are safe, secure, and successful.

2. To ensure that the service area responds to challenges, priorities, and requirements to continue the improvement journey whilst maintaining the Council's statutory obligations and using resources in the most effective manner.

3. To oversee the operational delivery of the Safeguarding and Quality Assurance Teams ensuring the Safeguarding of children and young people.

4. To ensure that all children achieve early permanence without drift and delay in care planning.

5. To be responsible for ensuring the effective delivery of all statutory duties related to the children's act.

The Postholder will….

1. Be an integral member of the senior leadership team reporting to the INSERT ROLE

2. Safeguard and promote the welfare of vulnerable children and young people; whilst managing the reputation of Children's Social Care and the Council.

3. Be responsible for Sefton Children's Social Care People Strategy and oversea/lead on recruitment and retention activity within your designated service area.

4. Ensure Children's Social Care responds to new challenges; priorities and requirements whilst maintaining the Councils statutory obligations; using resources in the most appropriate manner.

5. Be aware of regional and national developments in Social Work Practice and ensure that they inform service developments.

6. Provide leadership, coaching and mentoring to managers/teams across the service to create the right environment to drive practice excellence.

## LEADERSHIP

Must demonstrate the following leadership competencies.

1. Provide clear vision and direction.
2. Lead and manage change.
3. Plan strategically.
4. Lead people and performance.
5. Work corporately as well as collaboratively with partners.
6. Communicate effectively.
7. Focus on excellence.
8. Develop self and others.
9. Personal resilience.

## BEHAVIOURS

Must demonstrate the following behaviours.

1. Provide support with a view to improving quality.
2. Provide appropriate and constructive challenge.
3. Create a culture that looks for understanding and solutions.
4. Visibly and positively respect and value staff.
5. Communicate a consistent and clear message throughout the Council and with partners.
6. Respect, listen to and value others' views.
7. Maintain a customer focus with a relentless pursuit of excellent outcomes.
8. Have collective integrity and responsibility.
9. Endeavour to improve outcomes for the communities of Sefton.

## JOB SPECIFIC

**PRINCIPAL RESPONSIBILITIES**

1. To be responsible for and manage staff within your designated area.

2. To manage budgets linked to your area, as delegated to you by the Assistant Director

3. To lead the Service area in a compassionate and progressive style to ensure progress and improvement is continuous at appropriate pace.

4. To identify and celebrate good performance and maintain the morale of staff.

5. To address in a timely and appropriate way performance below expectations.

6. To identify, escalate and manage complaints and/or whistleblowing related to safeguarding concerns.

7. Regular reflective and effective supervision which supports the wellbeing of the staff member whilst ensuring the welfare of the child is paramount, taking relevant action as required.

8. Ensure the Council meets its statutory obligations to safeguard children, complying with legislation, policy and procedures and relevant frameworks.

9. Provide effective strategic leadership, management, and support to teams across your designated Service area and CSC as required, ensuring the Council/service aims and priorities are met.

10. Model and use critical reflective skills in management, practice to enhance own and others practice and the organisation's strategic outcomes.

11. Lead effective partnership working within and outside of the organisation, creating a culture that promotes meaningful participation of individuals, communities, children, young people, families, carers, and Elected Members

12. Champion and role model a culture of continuous improvement.

13. Lead and advise on the development and review of Sefton Children's Social Care Practice Standards

14. Attend Senior Management meetings to ensure an overview of the effectiveness of social work services for children and young people and deputise for the Head of Safeguarding and Quality Assurance as appropriate.

15. Advise on the development and review of systems and procedures in place to ensure that children and young people are protected from significant harm.

16. Motivate, train, develop, and advise in relation to performance management of staff to maintain an effective workforce capable of meeting its objectives.

17. Implement and champion, through service and staff development, the Council's Health and Safety, Equal Opportunity, and Information Security Policies.

18. Showcase good practice recognising the significant role of social workers and other children's social care staff.

19. To identify, escalate and manage complaints and/or whistleblowing related to safeguarding concerns.

20. To ensure that the voice of the child and their families is heard, considered, and influences and supports better practice.

21. To provide operational leadership for independent reviewing of cared for children reviews and child protection conferences.

22. To provide operational and strategic leadership in performance and practice improvement and Quality Assurance

23. To Provide effective partnership to provide good/outstanding planning.

24. To promote effective independent challenge to CSC and appropriate escalation as required.

25. To ensure Good Quality Performance data for appropriate challenge and reporting to both internal and external scrutiny.

26. To contribute to and oversea strategic planning regarding vulnerable young people and children in care.

27. Working with Families and children to ensure their voices are heard in the implementation of both operational and strategic planning.

28. Working with partner agencies to ensure their voices are heard in the implementation of both operational and strategic planning.

**GENERAL RESPONSIBILITIES**

- To maintain personal and professional development to meet the changing demands of the job.

- Ensure adherence to the Council's constitution, policies, and procedures in respect of all activities and decisions within the service area.

- Sefton in committed to the safeguarding and protection of vulnerable children and young people and expect all staff to appropriately exercise their duties regarding this.
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**STRATEGIC SERVICE**

- To contribute to the development and implementation of strategies, policies, and initiatives, to support colleagues across the Council in the achievement of corporate priorities.

**MANAGING CHANGE**

- To instigate, and effectively lead change within your areas of responsibility, and develop flexible services and business models able to meet the changing needs of the Council and its communities.

**PARTNERSHIPS &RELATIONSHIPS**

- To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region Combined Authority, and with customers and stakeholders related to the service area, to represent and promote the Council's interests, and maximise the effectiveness of the service.

- To build and maintain effective relationships with and provide professional advice and support to the political and corporate leadership of the Council, and elected Members to support their community leadership role, including attendance at Cabinet meetings and Cabinet Member briefings, public meetings, and consultation events, as appropriate.

**QUALIFICATIONS AND EXPERIENCE**

See Person Specification.

**GENERAL**:

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands, and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to always exercise discretion and to observe relevant codes of practice and legislation in relation to data protection and personal information.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job.

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| **Prepared by**: | **Name** | Risthardh Hare |
| | **Designation** | Executive Director of Childrens Social Care and Education |
| | **Date** | 19th April 2024 |

**SEFTON COUNCIL**

**PERSON SPECIFICATION**

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|---|---|---|---|
| **DIRECTORATE** | **Children's Social Care** | **DIVISION** | **Corporate Parenting** |
| **POST** | Service Manager – Safeguarding and Quality Assurance. | **GRADE** | **HAY 6** |

| **PERSONAL ATTRIBUTES REQUIRED** | **ESSENTIAL (E) OR DESIRABLE (D)** | **HOW ASSESSED** |
|---|---|---|
| **Qualifications** | | |
| 1. Degree in appropriate discipline (Lynn for this role it would be Social Work) or significant experience to equate to the same level of knowledge. | E | AF/I/C |
| 2. Professionally qualified Social Worker | E | AF/C |
| 3. Current registration with Social Work England | E | AF/I/C |
| 4. Evidence of continuous professional, management and leadership development | D | AF/I/C |
| 5. Appropriate Leadership/ Management Qualification. | D | AF/I/C |
| **Experience** | | |
| 1. Experience in the leadership and management of relevant service areas within Local Government or a large complex organisation at a managerial level. | E | AF/I |
| 2. Considerable experience of developing and managing teams and services, including setting objectives, resources, and performance standards, within a large and diverse organisation. | E | AF/I |
| 3. Experience of managing complex projects and programmes from concept to development and implementation. | E | AF/I |
| 4. Experience of developing and influencing successful strategy and policy in a complex organisation and implementing the same | E | AF/I |
| 5. Experience of business and service planning in a demanding and constantly changing environment. | E | AF/I |
| 6. A proven track record of working effectively and delivering in co-operation and partnership with a wide range of customers and stakeholders. | E | AF/I |

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|---|---|---|
| 7. Evidence of successful financial and project management, including resolving conflicting priorities, and applying rigorous monitoring and control procedures. | E | AF/I |
| **KNOWLEDGE SKILLS & ATTRIBUTES** | | |
| 1. The ability to provide effective leadership & management | E | AF/I |
| 2. Current understanding and knowledge of relevant legislation, standards, and best practice, in Children's Social Work. | E | AF/I |
| 3. Financial/budgetary management skills including accountability for agreed budgets | E | AF/I |
| 4. Ability to apply a high level of analytical and constructive thinking to problem solve and seek resolution. | E | AF/I |
| 5. Ability to apply comprehensive project management and delivery through a robust framework. | E | AF/I |
| 6. Excellent communication and interpersonal skills and the ability to establish and maintain effective relationships. | E | AF/I/ |
| 7. Effective negotiating skills, with proven ability to influence decision making. | E | AF/I |
| 8. Ability to build, lead and contribute to effective teams and services to achieve a high level of performance. | E | AF/I |
| 9. Ability to handle a diverse and varied range of tasks and use initiative, including regularly conflicting work demands and highly pressured deadlines. | E | AF/\| |
| 10. High degree of Computer Literacy | E | AF/I |
| **PERSONAL ATTRIBUTES** | | |
| 1. An inclusive team worker who fosters partnerships, works collaboratively across boundaries. | E | AF |
| 2. Motivated, optimistic, and enthusiastic with the ability to respond to challenge. | E | AF |
| 3. Customer focused with a commitment to continuous improvement. | E | AF |

| SPECIAL REQUIREMENTS | | |
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| Possess a full current driving licence and use of own car. | D | AF/I/C |
| Ability to work flexible hours for attendance at evening meetings of the Council's Committees, Executive Boards, and partnerships etc. | E | AF/I |

| KEY | | |
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| | **AF** | Application Form |
| | **I** | Interview |
| | **C** | Certificate |
| | **T** | Test |
| | **P** | Presentation |