

Children in Care and Care Leavers Service

Job Description

Service Leader – Children’s Homes and ‘Staying Close’

Grade: PO9

Reporting to: Strategic Lead

Job purpose

- To lead and continuously improve the quality and effectiveness of a group of teams providing children’s social care services.
- To act as a key player within the service contributing to the effective development of services which improve outcomes for children and young people.
- To place children and their needs at the heart of what you do, and promote the effective engagement of children and young people in planning, delivering and improving services.

Responsibilities

- To oversee the strategic management and quality assurance of the Royal Greenwich led and managed children’s homes, ensuring compliance with Ofsted and any other regulatory standards, and effective service delivery by the Registered Managers.
- To oversee the strategic management and quality assurance of the semi-independence pod at Broadwalk Children’s Home.
- To act as the responsible individual and act as the quality nominee for Ofsted inspections for Royal Greenwich led and managed children’s homes.
- Lead and motivate the front line managers reporting to you, their staff and those you work with to perform effectively and contribute to delivering highly effective services for children and young people.
- Promote a child centred outcome focus through constructively and effectively challenging professional and managerial practice

- To ensure that service delivery, support and quality assurance processes are monitored, reviewed and redesigned to ensure the optimal efficiency and effectiveness of the service area.
- Make best use of resources through efficient service processes, promoting work presence and best practice.
- Be accountable for the performance of the services you are responsible for as measured by national and local performance indicators.
- Meet improvement targets set through the timely effective implementation of improvement actions.
- Contribute to developing and be responsible for delivering effective multi-agency strategies and service delivery arrangements.
- To hold devolved responsibility for managing resources including staffing, financial, information and IT.
- Make professional decisions on individual cases that have significant implications for the commitment of financial resources and protection of children, and chair meetings and make decisions about the handling of individual cases using professional expertise and knowledge of how to prioritise and make the best use of resources.
- Provide regular briefings and reports on the quality and performance of the service provided to senior managers, and where required to Elected Members, including providing advice on complex matters with significant financial or organisational implications for the department and Council.
- Ensure that contracted services are delivered to the required quality and improving outcomes for children.
- Ensure compliance with formal inspection and audit systems, and support the effective inspection of services by regulatory bodies and external inspectors.
- Ensure staff supervision and support is provided to the required standard, and addresses the performance improvement requirements and professional development needs of staff.
- To find solutions to complex or critical problems relating to organisational arrangements, budget and resource use and implementing strategies.
- To work closely with colleagues in health, education and other children and young people's services, and provide leadership to the planning, service design, commissioning and review processes for children's social care services.
- Be responsible for the recruitment of staff as in accordance with legislation, policy and guidance, good practice and giving full regard to equal opportunity considerations.

- To ensure the effective conduct of staff and be responsible for ensuring that appropriate investigations into staff conduct are carried out and for presenting and chairing disciplinary and grievance cases as delegated.
- To ensure that the Council's sickness and absence procedure is being effectively implemented.
- To promote the safety and wellbeing of staff and service users ensuring that routine Health and Safety arrangements are being complied with, ensuring that procedures relating to the protection of children are complied with.
- To liaise and work with departmental and corporate colleagues to ensure that financial management, human resource management, premises and equipment, information and IT processes are co-ordinated and harnessed to support the effective delivery of an assessment and social work care planning service.
- To monitor and review patterns of service demand, financial, staffing and other resources deployed to meet need, in order to ensure that resources are effectively deployed in a way that achieves best value.
- Ensure that complaints arising from looked after children or other children in need are dealt with in accordance with the policies and procedures of the department.
- To provide an out of hours telephone contact on an agreed basis in respect of the children's services.
- To ensure that an equal opportunities and anti-discriminatory perspective informs all aspects of the work and that the Council's Equal Opportunities policy is promoted and adhered to.
- To undertake other tasks as may be required within the remit and grading of the post.

PERSON SPECIFICATION

JOB TITLE	SERVICE LEADER – CHILDREN IN CARE AND CARE LEAVERS
GRADE	PO9
SERVICE/SECTION	CHILDREN'S SOCIAL CARE
DIRECTORATE	CHILDREN'S SERVICES

Experience

- Evidence of continued professional study or management development relevant to the post since qualification.
- Demonstrable successful experience in leading and motivating managers to deliver a high quality service as a manager at Team / Unit or equivalent level within an urban and culturally diverse environment.
- Experience in using quality assurance and audit systems and processes effectively to analyse the quality of services and identify improvement actions.
- Experience of working effectively with inter-agency and departmental partners to deliver on an agreed product or goals.

Knowledge

- Knowledge of child centred outcome focused practice with the ability to successfully communicate this to others
- Working knowledge of best practice in enabling children, young people and their families to participate in the delivery of services that affect their lives.
- A good understanding of best practice in engaging children, young people and their families in service delivery and development.

- A clear understanding of the importance of securing permanence for children within a timescale that meets their need for a safe and secure childhood with a carer to whom they are securely attached.
- Sound knowledge of legislation and guidance relating to looked after children and care leavers and care placements.
- A good understanding of corporate parenting responsibilities and how these can be effectively embedded by the local authority and its partners.
- A good understanding of best practice in preparing and presenting cases to court, and working with the courts, CAFCASS and other stakeholders in reducing avoidable delay in care proceedings.
- A good understanding of effective assessment, pathway planning and best practice in preparing looked after children for independence.
- A good understanding of how to ensure that leaving care services meet the needs of our care leavers.
- A clear understanding of the legislation and guidance relating to children in need, including children in need of protection.

Capabilities

- Able to implement changes and improvements in a timely cost effective way.
- Able to implement national and local policy, changes in the legal framework and best national practice guidance at a local level.
- Able to lead and develop a diverse workforce.
- Able to manage budget and other resources effectively.
- Able to develop and manage services for looked after children and children in need in a way that safeguards and promotes diverse needs of children and young people in Greenwich
- Able to effectively manage information electronically and to use office management systems.
- Excellent demonstrable communication skills both written and oral.
- Ability to make autonomous managerial and professional decisions, and provide sound reasons for them.
- Ability to promote user involvement in the delivery, review and design of services.

- Ability to work occasional evenings and weekends to meet the needs of the service and also visit extended hours services outside normal working hours.
- To be available on an agreed basis for out of hours telephone contact as required to meet the needs of the service.