**Role Profile**

**H3**

**Job Title Improvement Partner**

**Post Number** SGC2370

**Reports to** Service Manager

**Department:** Children, Adults and Health

**Division:** Integrated Children’s Services

**Section / Team** Social Care

This role profile has a Role Purpose and Core Accountabilities which generically describe the responsibilities typically found in jobs at this grade, the majority of which will be applicable to the specific role.

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| **Role Profile** |

Management of a team or section; or a number of similar functions or specialist teams; within a Service Area, accountable for the effective delivery of value for money and responsive services. The role may also manage a portfolio of projects, agreeing and ensuring outcomes are met.

Or roles may be specialists or experts, without team responsibilities, heavily involved in planning service delivery, outcomes or improvement for their area of specialism, influencing and challenging across the organisation to inform service planning, development and associated budgets. Roles must work collaboratively with other areas of the council to improve the performance, quality or compliance of a service.

Roles typically report to a Service Manager.

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| **Core Accountabilities** |

* Contribute to the development, communication and achievement of tactical or operational plans in order to support the Head of Service/Service Manager to deliver the services and Council's strategic objectives and ensure that the required service standards are met
* Ensure the ongoing delivery of high quality, value for money and consistent services which meet relevant statutory and reporting requirements and codes of practice and are in line with agreed service standards, identify achievements against plans and targets.
* Review and prioritise the use of available financial, physical and human resources to guarantee they are put to best use in delivering medium-term objectives. The role manages or monitors service budgets to ensure value for money is maximised.
* Manage established internal and external operational and working relationships, in order to identify opportunities for improved efficiencies and collaboration across projects and services and to ensure stakeholder satisfaction.
* Prepare operational reports and analysis in order to provide support to Elected Members other managers and departments on specific issues and procedures to support decision making and ensure compliant Council activity.
* Support the implementation of defined risk management, reviewing service and operational requirements and identifying improvements to respond to short to medium term risks ensuring legislative and statutory requirements are met.
* Implement and co-ordinate large, complex projects, managing multi-disciplinary teams, to ensure delivery of standards and enable continuous improvement in the managed area which comply with legislation and best practice.
* Responsible and accountable for ensuring equality both in the delivery of their service(s) and in the management of their staff.
* Ensure that training needs are identified and addressed, taking corrective action where necessary.
* Promote professional standards through active management possibly with reflective professional supervision. Ensure compliance with relevant professional codes of practice and core standards. Develop outcome-focused delivery teams that understand their contribution to the service and wider Council success.
* Monitor and review progress against plans and targets and be accountable for the achievement of agreed outcomes.

Roles at this level will have additional managerial or professional accountabilities as described below.

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| **Additional Managerial Accountabilities** |

* Effectively manage team members, providing a high level of support and challenge to operational staff to ensure high quality services. Assisting employees to manage their wellbeing. Provide professional management oversight for case planning as required.
* Manage, motivate, and support the development of staff, ensuring a highly competent and participative work environment, defining and managing performance against agreed performance indicators. Provide professional management oversight for case planning in the area sometimes with reflective professional supervision and ensuring delivery of an excellent service to the Council and its residents.
* Ensure that training needs are identified and addressed, taking corrective action where necessary.
* Promote professional standards through active management possibly with reflective professional supervision. Ensure compliance with relevant professional codes of practice and core standards. Develop outcome-focused delivery teams that understand their contribution to the service and wider Council success.
* Monitor and review progress against plans and targets and be accountable for the achievement of agreed outcomes.

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| **Additional Professional Accountabilities** |

* Provide specialist/expert, timely, accurate and customer-focused advice, and guidance to stakeholders. This will include complex operational issues which will have a short to medium term effect on services, so issues can be resolved and risks managed.
* Provide or facilitate training and/or information sessions to departments and partner organisations to enhance their understanding of a relevant area of expertise or specialism.
* Contribute to the development, recommendation and implementation of standards to improve organisational performance and achieve specific objectives.

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| **Job Specific Information** |

**Role Purpose**

You will support our improvement agenda by undertaking audits, providing 1:1 advice and guidance and providing additional support as needed. Your work focus will be guided by the Service Manager and the Head of Integrated Children’s Services and you will have a direct impact on the work in the Children’s Social Care Improvement Plan. You will provide professional expertise to ensure high quality social work practice across the council within South Gloucestershire’s Children’s Social Care Model working with a range of specialisms and services.

**Deliverables**

Through audits and direct support you will:-

* Support, champion and challenge professional practice and judgement in casework, ensuring a systemic approach is deployed, providing individual guidance and support to practitioners and managers, evaluating case and individual pieces of work as necessary to ensure desired outcomes for children, young people and families. This requires significant degree of forward planning, as well as managing immediate day to day issues and prioritisation of those issues that require an immediate response.
* Assess the quality and compliance of casework, where necessary liaising with the Service Manager Improvement on findings and improvements to practice and will work to ensure that critical reflection and constructive challenge is featured in all case work.
* Role model best practice and maintain knowledge of leading-edge best practice through research, review and personal development.
* Support the continuous development of service staff within the professional development framework of South Gloucestershire’s Children’s Social Care and national social care professional development frameworks and provide a range of development strategies including mentoring, coaching and group training.
* Contribute to the delivery and embedding the overarching strategy, social work core standards, thresholds and practice and quality assurance framework of South Gloucestershire’s Children's Social Care Services. This will ensure that the Service actively plans for safety, permanency and stability for children and young people regardless of the setting in which they live and actively supports more children to live at home safely.
* Work in a multi-agency context, promoting effective partnerships with those providing preventative and/or specialist services in the public, private, community and voluntary sectors, as well as with children young people and their families, foster carers and adopters to achieve the best possible outcomes.
* Be critical in terms of protecting children and young people on behalf of the Council or in providing good quality, safe placements for children and young people and promoting placement stability.
* When required lead, manage and oversee the work of a specific team or service, to ensure that vulnerable children are protected from significant harm, to work with children where there is risk of family breakdown, as well as working with children in care.

**Dimensions of the Role**

The postholder will be required to ensure consistency of cover for Team Managers in specific statutory service areas where there is improvement focus or indeed long-term sickness and/or continued vacancies.

The postholder will work with the Service Manager and Head of Integrated Services in terms of continued improvement across children’s services demonstrating best outcomes for children, young people and families, and efficiency against budgets and investments.

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| **Knowledge / Skills / Experience** |

**Essential Criteria (Requirements that must be met.)**

* Be Social work qualified.
* Have a significant amount of knowledge in the area and be experienced to at least team manager level.
* Be able to work independently and as part of a team.
* Be experienced in undertaking audits and in supporting staff through 1:1 work and through running workshops and training.
* Have an excellent understanding of the Ofsted inspection framework.
* Know what good practice looks like and understand the impact of practice on those children and young people we support, protect and care for.
* Have experience working across a range of teams and services in Children’s Social Care.
* Have an understanding of Signs of Safety and of systemic Social Work practice.
* Knowledge of relevant national and regional policy and legislation to the public sector and to the managed area.
* Effective manager, able to manage and develop a team.
* Experience of managing projects.
* Experience of developing and maintaining complex partnerships.
* Financial and commercial acumen with experience of managing budgets.
* Influencing and stakeholder management skills and the ability to build relationships.
* Knowledge of delivering against equality, diversity and inclusion objectives within relevant service areas.

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| **Key Behaviours** |

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Level 3 – Senior Leader in all of the councils [Behaviours Framework](http://intranet/content/CEandCR/Sections/MyHR/ValuesandBehaviors/Behaviours%20Framework%20Document.pdf), which are:

* ADAPTABLE
* WORKING TOGETHER
* CUSTOMER AND COMMUNITY FOCUSED
* DELIVERING RESULTS
* EMPOWERING OTHERS
* LEADING OTHERS

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| **Organisation Chart** |

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**Department**

**Children, Adults and Health**

Children, Adults & Health Department is organised into six service decisions that work with key stakeholders and local communities to deliver the Council’s key strategic priorities relating to people. We work to provide responsive, joined up and seamless support to our children, families and adult clients in a way which puts them at the heart of everything we do. The Department promotes the health and wellbeing of all communities and individuals across South Gloucestershire.

**Division**

Integrated Children’s Services, which is divided into:

* Preventative Services – Providing early intervention and preventative services; Children's Centres, Parenting & Family Support, Youth services, Common Assessment Framework (CAF), Troubled Families.
* Assess and Response - Managing initial preventative and social care contacts for the Integrated Children’s Service – Screening and assessment including Child Protection investigations.
* Social Care Long Term – Covering Child Protection and Children in Need.
* Corporate Parenting – Comprising; Fostering & Adoption, Looked After Children and Transition to Independence.
* Promoting working in partnership with colleagues from Integrated Children’s Services and other agencies/partners is essential to ensure that multi-agency packages of support are provided to children and families and to ensure better outcomes for them.

**Section / Team**

You will work in the Social Care section and work across services, key agencies and partners.

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| **Special Conditions** |

You work in a normal office environment, however there is a requirement to visit other offices, schools, youth centres, early years and childcare providers and children’s centres. This might involve some work outside of normal business hours.

**Validation Date: 28/02/2022**

**Updated:** Click here to enter a date.