

JOB DESCRIPTION

Job Title	Service Manager Safeguarding Care & Quality Assurance		
Directorate	Children & Families		
Reporting to	Head of Service Quality Assurance & Partnerships		
Grade	7		
Evaluation ref:	NOM0105	Job ref:	Family C&F
Role purpose			
<p>Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets, as a member of the Council's Senior Management Group.</p> <p>Provide clarity, management and motivation in delivering the New Operating Model, the County Plan and other Council transformation programmes as required</p> <p>Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.</p> <p>Advise Members and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.</p>			
Responsibilities			
Key Accountabilities			
<p>Create, agree and deliver service plans and prioritise activities and projects.</p> <p>Identify and deliver opportunities for service change and improvement and scope, plan and manage change in corporate and professional activities.</p> <p>Review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.</p> <p>Develop and maintain effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.</p> <p>Resolve complex operational and service based problems and conflicts raised through the service escalation process and ensure positive outcomes.</p> <p>Optimise the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.</p> <p>Recruit, review the performance of and ensure the development of individual professional and other team members</p>			

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Operate information and communication systems to provide business and management information used to support and inform operational decision making.

Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. in order to maintain continuity and quality of service.

Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.

Duties and Responsibilities

Performance management

Manage and oversee the work of Independent Safeguarding and Reviewing Officers. Ensure that the standards of work and review timescales are met.

Promote and instil a performance management culture across all activities. To initiate evaluations of the service to ensure that on-going performance is maintained and improved. To develop and operate/recommend to Strategic Managers and Management Boards, service improvements plans and ensure areas of improvement are identified, delegated and acted upon.

Through monitoring, supervision, appraisal and performance management ensure that Independent Safeguarding and Reviewing Officers provide a high quality service that improves outcomes for children through skilled chairing of meetings and SMART planning.

To be responsible for dealing with IRU staff matters, ie for staff recruitment, staff disciplinary, internal investigations and management reviews as and when required.

Service Planning

Engage with commissioners and lead on the development, operation and review of a Service Plan for the IRU. Ensure compliance and alignment with the County Plan and the Children's Social Care Plan and regularly monitor progress against the Plan.

Policy and Practice Development

Participate in the review and development of policy and practice and lead the IRU through transformation and change by working in close collaboration with internal and external agencies to deliver new ways of working in line with national developments and changes to legislation.

To liaise and to be the identified contact with other regional and national agencies and groups in relation to the work of Independent Safeguarding and Reviewing

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Officers, as well as responding on behalf of the agency to consultation documents from the Department for Education and other agencies.

To provide high quality training on relevant legislation, practice and policy to staff and to other agencies on behalf of the department as required.

Partnerships

Promote corporate parenting responsibilities across the Council and with Partner agencies, including participation in key multi-agency partnerships for children subject to child protection plans, and for looked after children, and care leavers.

Develop and maintain networks across the service and with partners to ensure a joined up, child focussed approach to services.

Quality Assurance

Leads the auditing of quality of practice in relation to children in need, children subject to child protection plans and children looked after and care leavers.

Develop team, area and countywide, operational scorecards made up of quantitative and qualitative performance data as a basis of professional advice, guidance and support to senior managers in relation to individual complex cases and policy matters.

Work with Strategic Manager to develop and apply quality standards and best practice across children's services ensuring consistency and compliance with Council policies, legislation, and the requirements of the Local Safeguarding Children's Board.

Act as a challenge and quality control mechanism to ensure a high quality service to the public and to ensure that services are of high quality and are safe for children and young people.

Service User Involvement

Takes lead role in Children's Act Complaints, overseeing the work of the IRU as appropriate, and liaising with Complaints Manager in relation to ensuring compliance with protocols and learning influences changes in practice.

Ensures effective operation of Somerset in Care Council and Somerset Leaving Care Council for ensuring Voice of Child and Parents effectively informs commissioning and practice and take a lead for the development, implementation and maintenance of a wider participation strategy which includes families whose children are subject to child protection plans.

To manage, respond and ensure service wide learning and report on all complaints about the service.

Relationships

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Undertakes investigations/reviews on behalf of the Strategic Manager – Safeguarding, Care and Quality Assurance where there are concerns in regard to aspects of professional practice. To act as an arbiter where there are differences of opinion or other difficulties between operational teams and the independent reviewing unit (IRU).

Be the first point of contact for support and advice on CLA/CP case issues for the other Operational and Team Managers. When required take part in the duty manager rota for the Local Authority Designated Officer (LADO).

Review and Report

To maintain, analyse and act on statistical information on the activity of the IRU and the performance of child protection and care planning work against IRO Handbook and Working Together 2015 standards to aid continuous improvement. Use this and other data from across the service, including feedback from children and families to produce an annual report for senior managers and elected members on the performance of the IRU and its impact on outcomes for children and families.

Provide regular feedback (including an annual report) to senior managers and the Corporate Parent Board and Somerset Local Safeguarding Children Board on the quality of child protection and care planning and the implications for service development, improvement and sufficiency.

Impact

To manage a team of Independent Safeguarding and Reviewing Officers and other specialist staff with quality assurance and participation roles.

To have prime responsibility for managing budgets up to £100,000.

Relationships

The Service Manager - Safeguarding Care and Quality Assurance will engage with senior staff in all agencies within Somerset and work closely with senior staff of the Clinical Commissioning Group, Health Provider organisations including Community Physicians/Consultants, Senior Police Officers (up to Assistant Chief Constable level), Local Authority/Private Solicitors and Barristers in relation to complex casework issues and problems.

Engages with Councillors, Senior District Officials, Magistrates, Probation Staff, Head teachers, Child and Adolescent Mental Health Services to discuss and resolve specific cases and problem areas.

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	Essential	Desirable	
Knowledge			
Significant knowledge and experience of the development, agreement and delivery of service plans.	X		
Sound understanding and practice of multi-disciplinary working.	X		
Experience			
Substantial managerial experience and skills gained at a senior level, including making a contribution to the corporate management of an organisation where required.	X		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives.	X		
Demonstrable experience of engagement with communities and customer feedback channels to shape and inform improved customer services.	X		
Demonstrable experience of operating equality and diversity measures in the local commissioning and delivery of services.	X		
Track record of the flexible use of financial and other resources (including the service commissioning framework and opportunities for income streams) in the delivery of services on time and within budget.	X		
Demonstrable experience of the effective deployment, continuing development and supervision of professional and other staff resources.	X		
Sound understanding and experience of the use of information and communication systems to inform	X		

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operational decision making and recommendations/actions concerning service improvement.			
Significant experience of the operation and achievement of performance management and quality assurance models.	X		
Change management experience.	X		
Qualifications / Registrations / Certifications			
Educated to Degree Level (with Professional Qualification in Social Work 2with current HCPC registration).	X		
Evidence of work-related continuing management development.	X		
Skills			
Promotes the need for change and acts as a role model for change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X		
Committed to diversity in service delivery and employment.	X		
Innovative and creative approach to service development and value.	X		
Customer and Communities focussed.	X		
Personal integrity.	X		
Drive and self-motivation – “can do” attitude.	X		
Sound analysis and decision-making in dealing with complex service delivery and/or policy development matters.	X		

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Working Conditions

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.

Update and advise Elected Members in respect of operational and policy issues in relation to the Children & Families Services teams.

Lead Children & Families teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.

Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.

Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.

Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.

Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Children & Families service teams.

Ensure that Children & Families services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.

Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Children & Families service.

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Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: April 2025