

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Children's Social Care
SECTION:	Various
LOCATION:	Fashion Corner / No1 Riverside
JOB TITLE:	Head of Service (Provider Services)
POST NUMBER:	CSC000000015
Grade:	Senior Manager Grade 3
Accountable to:	Assistant Director, Children's Social Care
Accountable for:	Practice Managers
Hours of Duty:	37
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.</p> <p>This post is Politically Restricted in accordance with the current regulations.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

See attached

PURPOSE AND OBJECTIVES OF THE JOB

To lead the operational delivery of services to children, young people and their families that promotes and safeguards the welfare of children and ensures those services have effective delivery of high quality and are delivered within budget.

To lead and be accountable for the performance and the raising of standards of practice across an identified service area.

Work in partnership with key stakeholders to develop an integrated delivery of services for children, young people and their families

As a member of the Children's Services Management Team to contribute to the operational management and strategic development of services that reflect national and local policy changes.

This post holder is responsible for ensuring that all relevant Council policies and procedures are adhered to and concerns are raised in accordance with the relevant policies

Control of Resources

Personnel

All staff employed within the service area led and managed by the post holder

Financial

All budgets where spending is delegated to the post holder.

Equipment/Materials

All equipment, materials and other physical assets (buildings) for which the post holder is responsible.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework, HCPC Standards of Practice and Professional Capabilities Framework and the strengthening practice programme.

Relationships (Internal and External)

Colleagues across the Council, elected members, other local authorities, Partner Agencies, voluntary sector, service users, carers and local community groups / organisations.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Work in accordance with the HCPC Standards of Practice

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

Quality of Practice

1. To provide effective leadership and management to continuously improve and deliver outstanding statutory social care services ensuring equitable access and service delivery.
2. To act as strategic lead for the improvement of operational practice standards ensuring policies and procedures are kept under review, developed as appropriate, communicated, understood and implemented.
3. To promote and ensure evidence based best practice standards are routinely applied to all aspects of engagement with services delivered to children, young people and their families.
4. To work in partnership with stakeholders and other council directorates, elected members and partner agencies to improve outcomes and to deliver efficient, integrated services to children, young people and families. .
5. To keep up to date with emerging legislation, policy and practice relating to children's social care to inform, shape and improve service delivery.
6. To ensure that services and employees are managed in a way which reflects the Council's commitment to equality of opportunity, recognising and respecting diversity.
7. To work with other senior managers to provide an effective and efficient out of hours senior management contact rota for the Emergency Duty Service.
8. To manage and drive continuous improvement of children's social care ensuring service performance targets are met.

Communication and Engagement

9. To actively promote the involvement and engagement of service users and stakeholders ensuring they are routinely consulted in the making of decisions and the design and delivery of services.
10. To work in strategic partnership with partners from within the service, across the authority and from other authorities to improve the outcomes for children, young people and their families.
11. To ensure that complaints made are dealt with efficiently and in accordance with Corporate and Statutory Complaints processes.
12. To actively promote good standards of customer care.

Managing Resources

13. To ensure the recruitment, induction, training and development of staff is effective and efficient.
14. To be accountable for delivery of high quality services within budget, monitoring, analysing and managing expenditure to ensure the efficient and effective delivery of services, identifying efficiencies where applicable.
15. To analyse and evaluate emerging local needs and develop a plan to ensure a proactive operational response.

Quality Assurance and Performance Management

16. To contribute to the development and delivery of the Children's Social Care Service Plan, the Children, Schools & Families Directorate Plan and related strategic plans.
17. To lead the development of service and team plans, establishing clear milestones and targets that are robustly monitored and managed
18. Accountable for the effective management of staff performance, providing appropriate support and challenge to ensure workforce development arrangements and robust management of underperformance are in place.
19. To undertake regular case record and supervision file audits in accordance with the Children Services Quality Assurance Framework.

Organisational Development

20. To ensure that all relevant staff within the service participate in programmes of corporate and in-service training as and when required (both as a provider and / or facilitator of training) and as a training participant.
21. To undertake Supervision and Personal Development Reviews (PDR) of relevant staff in accordance with the Children, Schools & Families Supervision Policy and the Council's PDR policy.
22. To ensure that all staff within the service are subject to supervision in accordance with the Children, Schools & families/Children's Social Care Supervision Policy.
23. To provide support for and act as a mentor for senior staff to support them to develop themselves in their existing roles and to meet their future career aspiration(s).

24. To ensure that services and employees are managed in a way which reflects the Council's commitment to equality of opportunity and diversity, including the timely completion of Equality Impact Assessments and action plans.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).
- 3 With other managers, to provide an out of hours senior manager contact rota for the Emergency Duty Service.

Job Description updated by Jill McGregor Date November 2017

**Rochdale Borough Council
Person Specification**

Service :	Children's Services	Post:	Head of Service (Provider Services)
Section :	Children's Social Care	Post Number :	CSC000000015
Job Ref:		Grade:	SM3

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions			
1	Please confirm you are able to attend evening meetings, provide out of hours advice, attend weekend conferences on occasions	E	AF
(b) Qualification and Experience			
1	Please give details of your Social Work Qualification; confirm you are registered with HCPC and have evidence of CPD?	E	AF, I, Production of certificate at interview
2	Do you have post qualification management experience in a complex Children's and Families setting?	E	AF, I
3	Do you have significant post qualification experience of working with Children/Young People and their families?	E	AF, I
4	Please provide evidence of continuous training and professional development including Leadership and Management.	E	AF I A
5	Please detail your considerable experience of delivering services to children and their families within a statutory setting relevant to this post	E	AF I A
6	Please detail your solid track record of: successfully leading, managing and developing staff and improving performance; managing change within a complex organisation.	E	AF I A
7	Please detail your experience as a skilled networker with a track record of positive relationships with officers, Members and partners or equivalent.	E	AF I A
8	Please detail your experience of working effectively with third sector organisations as partners and leading complex inter-agency initiatives together with your service, business, risk and resource planning and management experience.	E	AF I A
9	Do you have a relevant Management Qualification?	D	AF
(c) Skills and Knowledge			
10	Please provide your detailed knowledge of childcare legislation, guidance and regulations, and Working Together to Safeguard Children 2015	E	AF I A
11	Please give details of your understanding and experience of	E	AF I A

	utilising Performance Management and Quality Assurance processes to enhance team performance and service provision.		
12	Please provide your detailed understanding of government policy agenda and emerging proposals for the future. In addition, your understanding of political management issues and culture.	E	AF I A
13	Please detail your understanding of how a council functions and the main challenges and constraints it faces. Give examples of creating effective connections, working across the boundaries of politics and management, including how you have built and maintained internal and external relationships with key stakeholders such as elected members and Government departments, demonstrating flexibility in approach whilst maintaining a positive attitude.	E	AF I A
14	Please provide examples of how you have articulated complex issues to others using different styles of communication.	E	AF I A
15	Please provide examples of how you have led, developed and empowered staff and managers, facilitating continuous growth of the team/service, communicating a sense of collective purpose and priority.	E	AF I A
16	Please detail your ability to plan and prioritise work, managing multiple tasks in order to produce quality outputs.	E	AF I A
17	Please give examples of how you have sustained continuous improvement across all service areas, turning around areas of underperformance.	E	AF I A
18	Please detail your understanding of and commitment to equal opportunities and diversity in service delivery and employment.	E	AF I A
19	Please give details on your ability and commitment to work in accordance with the HCPC Standards of Practice and Professional Capabilities Framework at the appropriate level.	E	AF I A
(d) Behaviours and Values			
20	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Valuing our people <input type="checkbox"/> Focusing on customers <input type="checkbox"/> Acting with integrity <input type="checkbox"/> Using time and money wisely <input type="checkbox"/> Working together <input type="checkbox"/> Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF,I
21	If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces	D	AF/I
22	If applying as part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I

CHILDREN'S SOCIAL CARE



