

HEREFORDSHIRE PUBLIC SERVICES

ROLE PROFILE: SERVICE MANAGER (Fostering)

ROLE PURPOSE:

The purpose of the role is to manage a operational service area(s) to meet the identified needs of HPS and its customers.

ACCOUNTABILITIES

1. Lead the service area(s) to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire.
2. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.
3. Co-ordinate and integrate HPS resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards.
4. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes.
5. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area.
6. Identify better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures.
7. Participate effectively and contribute to corporate programs to help deliver change management and service improvements.
8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.
9. Establish and maintain good working relationships with internal colleagues, and represent the Partnership on appropriate forums where required.
10. Understand and meet all required legislation and governance to deliver the required standards.

SKILLS, KNOWLEDGE & EXPERIENCE

- Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.
- Qualified in area of professional expertise.
- Track record of effective service delivery in a public service environment.
- Experience of service and quality improvement methods and their implementation.
- Ability to identify trends and develop new concepts.
- Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management.
- Ability to analyse performance information and take appropriate action.
- An excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.
- A social work qualification is required

Employees and culture

- Employee engagement
- Co-operation
- Concept formation
- Change management

Relationships

- Influence
- Level of understanding by others of information provided
- Peer and partnership feedback

PERFORMANCE MEASURES

Customer Service

- Quality and timeliness of advice/ service provided
- Customer satisfaction/ service quality

Value for Money

- Cost reduction
- Service improvement

LEADERSHIP BEHAVIOURS

Customer Focus: I always champion customer's needs and constantly challenging myself and others to think from a customer perspective

Communities First: I understand the needs of the local communities and influence others in way that will appeal to them specifically to achieved desired local outcomes

Streamlining the Business: I redefine the way we do business by positively challenging the way we do things to improve efficiency & remove duplication

Better Services: I work with partners & develop markets to drive the delivery over the long-term of innovative & new approaches to improve the quality of life of residents of Herefordshire

People and Performance: I manage an organisation where people are empowered & committed to delivering the HPS vision, supported by effective systems, proactive performance management & development

I am not:
Territorial
Closed to new ideas
Accepting of mediocrity

INDIVIDUAL TARGETS (following induction/appraisal)

Individual Targets

- To lead the delivery of the highest quality Fostering and Adoption Service within the resources available.
- To oversee the Fostering service including;
- Recruitment and assessment of prospective foster carers and provide regular feedback to the management team on the progress of assessments.
- Senior management oversight of the Home Finding team, to ensure high quality placements for children.
- The Service Manager is to lead the delivery of a high quality service to achieve improved outcomes for children and young people by ensuring assessments, annual reviews, planning and provision of services are delivered based on professional, evidence based knowledge
- To produce a Fostering annual report considering sufficiency and future planning
- To be ADM for Fostering panel recommendations
- To oversee the assessment training, supervision, support, and review the continued suitability and competence of a range of Kinship Foster Carers, Special Guardians and those in Private Fostering and Early Permanence arrangements or alternative permanent placements for children.
- To ensure children with a plan for adoption are placed as quickly as possible with adopters able to meet their assessed needs.
- To ensure accessible services to birth relatives of those adopted.
- To ensure applications to adopt are dealt with in a timely way, adhering to government timescales.
- To ensure that Adoption panels meet statutory requirements
- To ensure access to post adoption and SGO support funds
- To ensure a robust approach to quality assurance including case audit.
- To be responsible for the Adoption budget and ensure it is efficiently managed
- To advise on permanence plans for LAC

STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)

To be the registered manager of the Adoption Service and to comply with the statutory functions and regulations set out in

To carry out all statutory responsibilities in relation to related regulations and statutory guidance as mentioned above and required by the Children Act 1989 and 2004, Adoption & Children Act (2002, 2006) Leaving Care Act 2000 and Children and Families Act 2014, The Care Planning Placement and Case Review Regulations (2010) and Special Guardianship Regulations (2005, 2016).

To ensure that the Fostering National Minimum Standards 2011, Fostering Service Regulations (2002, 2011, 2013), schedules, formal notifications to Ofsted are adhered to in respect of the provision of Fostering Services, Private Fostering, Short breaks, Supported Lodgings and Family and Friends (connected persons).