

**ROLE PURPOSE:** The purpose of the role is to provide challenge and scrutiny to managers within an operational service area(s) and professionals from other agencies to meet the identified needs, of children and young people subject to the Public Law Outline (PLO) process. Care proceedings, Section 20 and Pre-birth including post order.

**ACCOUNTABILITIES SPECIFIC TO THIS ROLE**

*(Identify any project management responsibilities)*

- To be responsible for improving the timeliness and quality of evidenced based safeguarding decision making as well as present a high standard of Local Authority evidence to the court, whilst robustly monitoring and tracking children and young people currently in pre-proceedings, proceedings and post proceedings and ensure court planning for children is effective and completed within timescales.
- To be responsible for collaboratively work together with all internal professional social workers, managers, legal and court services, Cafcass and other key partners to ensure that agreed actions are taken in a timely manner and are of positive benefit for the child / young person and to be responsible for escalating issues and concern in order to reach a resolution. This will involve the contribution and support of the quality assurance of the service area, and contributing to the audit programme of the Directorate to ensure an overarching quality assurance function is in place for all pre proceedings and court work.
- Strategically contributing to the designing, implementing, embedding and maintaining of new systems, methods and strategies to reduce delay and improve performance. This will be achieved through the creation and fostering of a learning environment that will enable social workers to improve practice whilst ensuring the use of management information systems effectively to drive up the performance and quality of the service.
- To be responsible for enabling staff to meet the requirements of the PLO through the provision of mentoring, support and direct guidance and coaching to all levels of social work professionals who are managing children and young people subject to PLO care proceedings pre-proceedings.
- Ensure quality assurance standards by scrutinising and challenging individual evidence for court and care planning, sharing regular feedback performance data with Team Managers and Senior management to ensure that all statutory requirements are met and that staff are fully updated when changes are made in respect of current developments, new guidance, research and legislation.
- To be responsible for the production of monthly and Annual Reports in consultation with Legal Service to support the Service Manager. Prepare reports and contribute to the development and review of management information systems in planning and monitoring Service activity and work with ICT to develop and improve the collection of information required to monitor the achievement of Government and internal indicators and targets.
- To accountable for participating in both operational and strategic meetings within children social care; Attend external meetings with partner agencies including Local Family Justice Board; Attend meetings relating to the planning and progression of legal intervention (including Legal Gateway Meetings, Pre-Proceedings Meetings, Compliance Meetings to ensure appropriate and timely decisions are made regarding children and young people on the cusp of pre or care proceedings. Attend legal gateway meetings and work collaboratively with partner agencies CAFCASS, Legal Services and the Judiciary to ensure effective care planning for the children of Herefordshire.
- To accountable for contributing to Service planning, children subject to PLO and associated review processes whilst promoting and enforcing Herefordshire's Equal Opportunities Policy, and ensure services take account of the cultural, religious and linguistic background of users and meet the relevant Equality Standard. This will involve developing and maintaining robust and effective working relationships between the local authority and courts and participate in working groups and task groups.
- To be responsible for ensuring that the Service seeks to involve parents/carers and young people in the planning of services and review processes, including actively seeking their views and their participation. Also ensuring they are aware of the complaints process and co-ordinating a timely response to complaints received. This can be achieved through keeping up to date with Herefordshire and West Midlands joint policies and procedures, national trends, research, government guidelines, legal issues to ensure the requirements of appropriate child care legislation and guidance are understood by all members of staff.
- To be responsible for implementing the principles of improvement within Herefordshire's Improvement Plan through the development of new approaches and strategies.

<p><b>ACCOUNTABILITIES</b></p> <ol style="list-style-type: none"> <li>1. Lead the service area(s) to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire.</li> <li>2. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.</li> <li>3. Co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards.</li> <li>4. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes.</li> <li>5. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area.</li> <li>6. Identify better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures.</li> <li>7. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements.</li> <li>8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.</li> <li>9. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate forums where required.</li> <li>10. Understand and meet all required legislation and governance to deliver the required standards.</li> </ol>	<p><b>SKILLS, KNOWLEDGE &amp; EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.</li> <li>• Qualified in area of professional expertise.</li> <li>• Track record of effective service delivery in a public service environment.</li> <li>• Experience of service and quality improvement methods and their implementation.</li> <li>• Ability to identify trends and develop new concepts.</li> <li>• Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management.</li> <li>• Ability to analyse performance information and take appropriate action.</li> <li>• 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 &amp; Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.</li> </ul> <table border="1" data-bbox="1478 745 2783 1186"> <tr> <td data-bbox="1478 745 2142 991"> <p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Co-operation</li> <li>• Concept formation</li> <li>• Change management</li> </ul> </td> <td data-bbox="2142 745 2783 991"> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Influence</li> <li>• Level of understanding by others of information provided</li> <li>• Peer and partnership feedback</li> </ul> </td> </tr> <tr> <td colspan="2" data-bbox="1478 991 2783 1033" style="text-align: center;"> <p><b>PERFORMANCE MEASURES</b></p> </td> </tr> <tr> <td data-bbox="1478 1033 2142 1186"> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Quality and timeliness of advice/ service provided</li> <li>• Customer satisfaction/ service quality</li> </ul> </td> <td data-bbox="2142 1033 2783 1186"> <p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>• Cost reduction</li> <li>• Service improvement</li> </ul> </td> </tr> </table>	<p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Co-operation</li> <li>• Concept formation</li> <li>• Change management</li> </ul>	<p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Influence</li> <li>• Level of understanding by others of information provided</li> <li>• Peer and partnership feedback</li> </ul>	<p><b>PERFORMANCE MEASURES</b></p>		<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Quality and timeliness of advice/ service provided</li> <li>• Customer satisfaction/ service quality</li> </ul>	<p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>• Cost reduction</li> <li>• Service improvement</li> </ul>
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<p><b>LEADERSHIP BEHAVIOURS</b></p> <p><b>Council values:</b> I aim to put <b>PEOPLE</b> at the heart of everything we do</p> <p><b>People</b> – treating people fairly, with compassion, respect and dignity</p> <p><b>Excellence</b> – striving for excellence and the appropriate quality of service, care and life in Herefordshire</p> <p><b>Openness</b> – being open, transparent and accountable</p> <p><b>Partnership</b> – working in partnership, and with all our diverse communities</p> <p><b>Listening</b> – actively listening to, understanding and taking into account people’s views and needs</p> <p><b>Environment</b> – protecting and promoting our outstanding natural environment and heritage for the benefit of all.</p>							
<p><b>STATUTORY DUTIES (service specific <u>must</u> be completed before the Role Profile is valid)</b></p> <ul style="list-style-type: none"> <li>• An excellent knowledge of current legislation and regulations within the field Children and Families Social Work and the implementation of the duties contained within, including: <ul style="list-style-type: none"> <li>• Children and Family Act (2014) <ul style="list-style-type: none"> <li>○ young people aged 18-25 who are entitled to leaving care support - Children and Families Act 2014 (C+F)</li> </ul> </li> <li>• Children Act (1989,2004) <ul style="list-style-type: none"> <li>○ children in receipt of support services under S.17 Children Act 1989 (CA) including children subject to child protection plans</li> <li>○ children looked after by the Local Authority under S.20 or S.31 of the Children Act 1989</li> </ul> </li> <li>• Adoption Acts 2004, 2014</li> </ul> </li> </ul>							

- Statutory requirements of the Equality Act (2010)
- Care Act (2014)
- Mental Capacity Acts 2006, 2019 and Liberty Protection Safeguards (implementation April 2022)
  
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  - children looked after by the Local Authority under S.20 or S.31 of the Children Act 1989
- Statutory requirements of the Equality Act (2010) in relation to Disability and Children
- Statutory provisions of Education Act 1996/2006 relating to SEND
- Care Act (2014)
- Mental Capacity Act 2006 and Deprivation of Liberty/Liberty safeguard protections
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