



## Role Profile

<b>Job Title:</b> Head of Service for Contact Swindon (Duty and MASH) and Assessment	<b>Role Profile Number:</b> 12210
<b>Grade:</b> Level 13	<b>Date Prepared:</b> August 2024
<b>Directorate/Group:</b> Children Services	<b>Reporting to:</b> Director of Safeguarding and Support

### Role Purpose

The postholder will provide leadership and management for the 'Front Door' of Children's Services to ensure a timely and effective response to concerns about children. The 'Front Door' is essential in identifying emerging concerns and children in need of help and protection. This role will drive the highest levels of performance and ensure effective multi agency safeguarding services. The role will influence locality based community support services and oversee the Emergency Duty Service.

This pivotal role is responsible for ensuring the highest standards of service and practice delivery, continuous improvement and compliance with statutory requirements.

The postholder will act as a specialist advisor to the whole of Children's Services and beyond into wider partnerships where required, developing and maintaining effective relationships with members, commissioners, providers and regulators (Ofsted, DfE, SW England) and other stakeholders including children, young people and families/carers.

### Key Accountabilities

- Strategic and operational management including development of the service informed by best practice, national and local guidance, legislation, customer and policy requirements.
- The delivery and embedding of a robust and effective duty response to need. This will include the enabling of a multi-agency timely response.
- Lead on the delivery of a comprehensive improvement plan in response to Ofsted recommendations and ensuring alignment with local and national standards.
- To thoroughly understand the presenting demand and complexity of need and create resilient services with partners that are able to respond.

- Support the 'Right help at the Right time' ethos for service delivery and ensure smooth transition to statutory need or to Early Help and community based services.
- Ensuring high quality, effective assessments that have service user participation and capture needs, risk, support and strengths.
- Ensuring an effective and skilled Emergency Duty Service is able to respond effectively and meet statutory need out of hours
- Manage, prioritise and allocate resources to ensure services are delivered to meet statutory requirements, the required specification, performance standards, value for money expectations and national inspection standards/frameworks.
- Represent SBC at local, regional and national forums related to practice development, standards and quality assurance.
- Develop and manage budgets adhering to financial controls and achieving best value for money.
- Provide specialist advice and input to the development and delivery of policy, strategy, and inspection activity, working with other specialist areas to ensure a collaborative approach.
- Work with the Senior Leadership Team to support the preparation and delivery of briefings and presentations for Members, the Corporate Director of Children Services and the children Senior Leadership Team (CSLT) when directed.
- Provide professional leadership so that Social Care as a profession is highly regarded and valued.
- Problem solving and management of complex strategy development, taking the most complex decisions, applying greatest discretion and judgement in relation to the policy and practice guidelines.
- Respond to and complete Members Hotline Enquiries, FOI's and Complaints within agreed Service Level agreements.
- Participation in the children's Emergency duty Rota / out of Hours on Call rota.
- Prioritise personal development and engage in learning opportunities that enhance both the service aims and objectives and individual professional practice and knowledge.
- Provide regular, reflective supervision in line with SBC's Supervision policy to all directly managed staff.
- Regular reporting to SSP and CSP Partnership Groups, to the Place Based Partnership boards (ICA) and other stakeholders on partnership issues relating to children Services.
- Act as the strategic lead representing practice, performance and quality assurance services across all relevant partnership groups and sub groups, preparing and sharing reports and contributing to the development of the Children Service data set and delivery of the directorate priorities.

- Working in collaboration with operational managers to agree strategy, service outcomes and performance management, ensuring practice is strength based, reflective and person centred.
- Oversee the planned audit activity in line with the Children’s Performance Framework and governance which relates to the subject areas, working with peers to improve safeguarding and support where it does not yet meet the standard of quality that will keep children and young people safe.
- Maintain and update the awareness and knowledge of the service throughout the organisation including the updating of policy and practice, developing best practice and contributing to continuous improvement in service delivery.
- Collation and analysis of data to inform the continuous improvement journey, recognising the experience and voice of the person as a valued data source.
- Lead Government inspections where required including the collation and management of the evidence base and ensuring effective planning and logistical arrangements.
- Foster and promote a culture of high support and high challenge and understand the importance of bringing the experience and voice of the child to the very heart of all we do.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of social care and business and will be required to provide evidence of this:*

- Experience of working at a senior level in a political environment to provide assurance and effect change.
- Strategic experience of leading and managing complex projects and programmes to improve and transform services.
- Excellent influencing and negotiating skills to secure collective responsibility both internally and across the partnership to develop efficient, effective and impactful services with strong influencing skills to challenge partners and stakeholders critically and constructively, using respect alongside negotiation to drive change.
- Extensive experience of working within Children Social Care services and leading teams.
- Budget management and utilising a best value approach to council funding and grants.
- Knowledge of relevant legislation, regulations and guidance and latest research on social care matters that affect children, young people and families.
- Experience of writing strategies, plans, policies, business cases and reports, liaising with other departments where needed e.g. Finance, Legal, Human Resources.
- Experience of delivering presentations along with being skilled at presenting complex issues in to a range of different audiences.

- Experience of developing and using quality assurance systems and processes for monitoring and evaluation
- Experience of facilitating co-production and capturing lived experience within quality and performance feedback.

**Qualifications**

- Professional social work qualification (degree or diploma) – essential.
- Registered Practitioner with SWE England - essential.
- Management qualification or significant experience managing in a social care setting- essential.

**Decision Making:**

- Responsibility for working closely with and advising Directors (internal and across partnerships), and on matters within the areas of responsibility.
- Ability to make complex evidence-based decisions affecting a diverse range of partners in line with relevant statutory legislation and good practice guidance.
- Ability to analyse complex information and guidance and translate into local strategies, plans, policies and briefings.
- Ability to negotiate shared priorities and targets across a range of partners.
- Able to manage conflict and identify solutions in a timely manner and to protect the services’ reputation.

**Creativity and Innovation:**

- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services.
- Excellent written and verbal communication skills.
- Influencing and negotiation skills in designing and developing new approaches to practice and service delivery to deliver best value in terms of cost and outcomes.
- Ability to work in a collaborative manner with internal and external stakeholders to develop strategies, plans and services

**Job Scope:**

<b>Job Scope</b>	<b>Budget Holder</b>	Yes
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	£3.8 million
<ul style="list-style-type: none"> <li>• Structure to be confirmed.</li> <li>• At least 4 direct reports (2 x Service Managers in Front door, SM in Assessment Team and Manager in EDS).</li> </ul>		
Total staffing for the service area circa. 70 fte	<b>Asset Responsibility:</b>	No

<p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Leadership and management of business across Quality Assurance, Performance and Practice Development services areas.</li> <li>• Development of strategies, plans and policies/guidance including safeguarding, quality, audit and performance frameworks.</li> <li>• Design and implementation of systems and practices across service areas.</li> </ul>		
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**Budget and resources:**

- To oversee the management of the budget for Front Door services, Assessment service and EDS.

**Contacts and Relationships:**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Communicating clearly to a range of audiences internally and externally into partner agencies and those responsible for keeping children and young people safe in Swindon. Stakeholder activity across all levels of roles in public, private and voluntary sectors.
- Representing the Directorate with external agencies and providers of services.
- Excellent written and oral presentation of complex ideas and information as part of formal reports, strategies and plans.
- Experience and ability to chair meetings effectively.
- Comfortable working with elected Members, presenting to committees and the council executive.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying: · Accountability at all levels · Customer care and pride in what we do · Continuous learning and evaluation · Valuing one another and the contribution each of us makes.

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	Print Name:
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<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	