

JOB SUMMARY

Post Title	<i>Lead Independent Reviewing and Quality Assurance Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>14</i>	Line Manager to others?	Yes	Role profile ref	<i>SD14</i>
Service Area	<i>Children and Families Branch</i>						
Line Manager	<i>Kay Jones, Service Director</i>						
Location	<i>County Hall, Newport, Isle of Wight</i>						

Job Purpose

To provide operational and strategic leadership for the independent reviewing team. To ensure compliance with statutory responsibilities in relation to child protection planning and children in care, with all IRO's delivering high quality, strengths-based, child protection chairing and Child Looked After reviews. To co-ordinate the quality assurance framework, including reporting and improvement plans across the Children and Families Branch. To co-ordinate development of Children's Services policy and processes in line with strategic leadership priorities. To manage resources and team budget.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Ensure delivery of the IRO service in accordance with legislative requirements and guidance, all relevant policies and procedures and agreed performance and quality targets.
- Monitor and evaluate practise ensuring it is strengths based, quality provision and value for money in services delivered by team.
- Provide line management and leadership to IRO's, including supervision, appraisal and performance management.
- Be responsible for the team budget and ensure the finance is used most effectively in line with financial plan and strategic aims of the service
- Delivering high quality reports on teams' performance and quality of service to relevant groups and boards.
- Co-ordinate delivery of the Children and Families Branch quality assurance framework, including co-ordinating delivery of, and reporting to senior managers on, case auditing, supervision auditing, and practice observations. Lead the quality improvement group (QAG) and ensure compliance with completion of actions and continuous improvement identified through quality assurance framework.
- Ensure continuous learning and development of all staff and evidence-based practice by: encouraging application of research, taking a leadership role in transformation and continuous improvement.
- Lead the involvement and participation of children, young people and their families in child protection planning and LAC reviews, ensuring that the children's voice is at the centre of practice and service improvements.
- Be responsible for co-ordinating development of C&F policy and procedures and ensuring that policy and procedures are up to date and accessible to all staff.

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- Represent and be an active participant for the Children and Families Branch in a range of partnership meetings, including participation in Local Safeguarding Partnership sub groups and Corporate Parenting Board (multi-agency auditing).
- Develop and maintain internal and external working relationships with partner organisations and external agencies. Promote strengths based, family focused, collaborative and integrated working as a model of service delivery.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Substantial relevant experience as a legal / regulatory / technical expert in a large / complex organisation with expert knowledge in the specialist field.	<i>Significant post qualification practitioner experience in the areas of safeguarding, child protection and children in care, with expert knowledge in relation to child protection and looked after children</i>	X	
Substantial experience of planning and delivering customer and community engagement services within a large / complex organisation.	<i>Team planning and development, leading quality assurance framework implementation and contributing to continuous improvement.</i>	X	
Excellent knowledge of the service and partner relationships and wider sector / external influences. Experience of leading in multi-disciplinary and partnership working and awareness of the issues involved. Experience in chairing case conferences / partnership events.	<i>Ex.s chairing multi agency Child Protection Conferences, LAC reviews, representing Children's Services in a variety of partnership meetings, including Local Safeguarding Children's Partnership</i>	X	
Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments within the scope of the specialist area. Experience of developing procedures and policies. Experience of contributing to strategy development.	<i>Expert knowledge of children's social care services. Knowledge relevant legislation and guidance e.g. Children's Act 1989 and 2004, Children and Families Act 2014, Children and Social Work Act 2017, Working Together. Knowledge of IRO handbook and associated guidance</i>	X	
Substantial experience of representing the Council / organisation in a professional / legal capacity.	<i>Representing Children's Services in partnership meetings, regional/national events including Corporate Parenting Board</i>	X	
Excellent interpersonal, communication, persuasion and negotiating skills. Experience in managing sensitive and contentious issues and diffusing confrontational situations. Highly developed skills in persuading, influencing, developing and motivating people and	<i>Management of teams and working with multi-agency partners to bring about change, continuous improvement through ability to engage and motivate, communicate effectively and drive transformation and culture change (specifically in relation to strength-based approach to children's social care).</i>	X	

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partnerships to achieve service objectives.			
Authority and credibility to build relationships influence and engage successfully with colleagues, partners and customers at all levels in complex or politically sensitive situations.	<i>Working in partnership with operational colleagues within and external to the department to ensure the best possible outcomes for children who are looked after and in need.</i>		
Initiative, strategic and political awareness demonstrated in problem solving and decision making.	<i>Solution focused, contributing to service planning, development and transformation, responsiveness to outcomes of audits, case reviews, maintaining independence of reviewing function.</i>	X	
Excellent research, investigative and analysis skills demonstrating evidence of the ability to identify and diagnose complex problems/issues and develop innovative solutions.	<i>Using research and analytical skills to develop team delivery plans to ensure focus on continuous improvement of service. Ensure the application of research, feedback, learning from case reviews and implementing changes. Lead Isle of Wight policies and procedures and ensure they are up to date, maintained easily accessible to all staff.</i>	X	
Excellent planning and organisational skills, to manage a range of complex activities and to achieve given targets and objectives and cope with conflicting and changing demands.	<i>Lead for co-ordinating team and allocating cases, managing performance and quality of teams work. Leading co-ordination of quality assurance framework, allocating auditing, co-ordinating quarterly reports and action plans, reporting to CFMT and Performance Action Group.</i>	X	
Good ICT skills including use of Microsoft applications and specialist systems.	<i>Use of Microsoft suite, including Teams, integrated children's systems, excel spreadsheets, dashboards, and positive, solution focused approach to hybrid working and new technologies.</i>	X	

Qualifications

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.			
Educated to degree standard or equivalent.			
Relevant professional /vocational qualification.	<i>Must be a qualified and registered Social Worker</i>	X	
May require relevant post graduate management qualification.			X

Other Requirements

Organisation Structure (optional)