

Service and job specific context statement

Directorate:	Children and Young People's Service
Service:	Effective Practice and QA
Post title:	Effective Practice and QA IRO Manager
Grade:	N
Responsible to:	Head of Effective Practice and QA/SMI GM Effective practice and QA
Staff managed:	Manages a team of specialist professionals
Date of issue:	January 2021
Job family:	P&T - Professional & Technical

Job context

Children and Young People's Service provide services, which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children young people and their families.

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and have the confidence to promote the voice of children and young people in both the delivery and development of services. Other key requirements are: -

- To have a commitment to the shared values and common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.
- To ensure that all practice is conducted in accordance with statutory guidance and procedure as well as in accordance with NYCC policy on equal opportunities and practice model. The post holder will challenge discriminatory language or practice.
- Responsibility for the delivery of an effective and efficient IRO Service in line with statutory responsibilities, national and local guidance and procedures to ensure that children and young people are safeguarded and their plans needs led, timely and effective.
- To ensure strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- To be able to undertake the duties of the role effectively, employing the use of a range of communication methods to ensure efficient use of team resources
- To be able to provide the service in accordance with the needs of children and young people which may involve working outside normal office hours and at other locations.
- Enhanced DBS and registration with the SWE required.

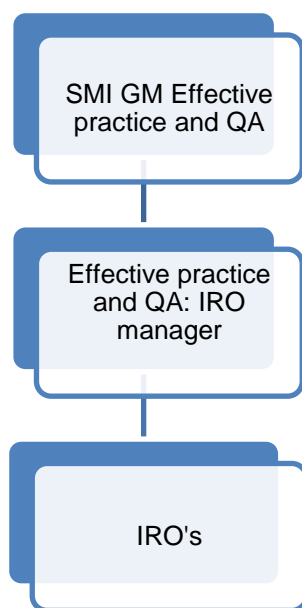
Job specifics

The IRO Manager will: -

- Co-ordinate the delivery of IRO Services ensuring effective and efficient arrangements are in place to case manage Looked After Children and Foster Carer Review procedures, Child Protection Conferences, as well as undertaking more complex reviews and other IRO functions (in line with legislative requirements, national guidance and relevant policies and procedures).
- Provide strategic and operational direction, line management, support and supervision to the IRO team ensuring that timely and effective plans are made to meet the needs of children and young people with regard to their care and protection and to ensure that their wishes and feelings are taken account in planning and decision-making.
- Ensure there exists professional and effective quality assurance and challenge of services provided by the Local Authority and partner agencies to children and young people and the provision of feedback to the Local Authority and partner agencies through the Local Safeguarding Children Partnership (LSCP).
- Provide specialist advice and support to teams, managers and partners in relation to the delivery of IRO Services and case specific, escalating concerns where relevant internally and ensuring lessons learnt are shared
- Ensure high standards of practice are consistently applied and maintained and where required investigate complaints, taking action as appropriate.
- Co-ordinate inter-team management reviews of local service delivery identifying, managing and having oversight of case specific issues and concerns.
- Promote a culture of driving positive change and improvement of outcomes for children and young people through challenge and through recognising and promoting effective good quality practice.

- Contribute to the service business plan and wider service planning process in line with key performance objectives, priorities and quality assurance principles, including the team plan.
- Prepare and deliver an annual report to be submitted to the Corporate Parenting Board and Local Safeguarding Board.
- Contribute to the Directorate and cross-Directorate strategy and policy development as required.

Structure



Job Description

Job purpose	The core focus of this job is to give operational direction to staff. Arranging/delivering services within budget. Planning and reviewing services. Promote multi-agency liaison and integration. Contribute to the planning and development of new services and market development. Co-ordinate arrangements locally for customers. Monitor, review and implement changes.
Operational management	<ul style="list-style-type: none"> • To act as lead officer in the area of specialism and provide leadership and direction to a team of staff. • To ensure the assessment and delivery of the service to meet organisational objectives. • To attend or chair planning or review meetings and promote multi-agency work • Supporting the senior manager through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan. • To provide specialist advice in respect of service management issues to the public, other agencies and other services of the County Council as required • To lead service improvement projects • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
Communications	<ul style="list-style-type: none"> • Establish respectful, trusting relationships with customers. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.

Partnership / corporate working	<ul style="list-style-type: none"> To promote inter agency working, planning and developing services with other agencies. Record, summarise, share and feedback information to ensure all partners are appropriately informed. Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Resource management	<ul style="list-style-type: none"> To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
Systems and information	<ul style="list-style-type: none"> To provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. Prepare and present reports to Committees, Councillors and the public. Use systems and information as appropriate to quality assure the work of other professional and support staff. Effectively evidence management oversight of critical decisions and practice. Ensure service information is available to customers and the general public as appropriate.
Strategic management	<ul style="list-style-type: none"> To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. To provide direction on the production, monitoring and review of the procedures and policies for the service. To ensure the County's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this, and represent the County Council on strategic level forums, groups and meetings.
Safeguarding	<ul style="list-style-type: none"> To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Knowledge and experience of current research and good practice standards in relation to children & families at a local and national level. Knowledge of the legal framework for working with children & families, in particular the care planning, child protection and human rights Awareness of current national developments for children and families Performance management and improvement models Knowledge of equality and diversity legislation / policy / guidance Knowledge of principles and models of Quality Assurance. Understanding of key stages of child development Understanding of Management Information Systems and performance indicators 	
Experience	<ul style="list-style-type: none"> Experience of service and/or policy planning and development

<ul style="list-style-type: none"> • Extensive post qualifying experience in children and families work • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a senior practitioner/manager in a relevant professional field. • Experienced of service and strategic planning • Experience of chairing complex meetings • Experience of implementing / delivering against a performance management and quality assurance framework. • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. 	<ul style="list-style-type: none"> • Experience of dealing with complaints investigation
Occupational Skills <ul style="list-style-type: none"> • Ability to manage, supervise and support a team of staff and provide leadership to drive performance during periods of service change and development • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. • Competent in word processing, manipulating spreadsheets, data inputting, accessing and interpreting information from databases and electronic communication. • Competent level of familiarity with ICT equipment & systems including ICS or equivalent. • Excellent organisation skills and the ability to organise and prioritise own workload. • Ability to plan and develop new ways of working, including integration with other key agencies. • Ability to chair complex multi-agency meetings • Ability to rapidly analyse and summarise information • Negotiation skills and ability to problem solve 	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> • Diploma in Social Work or equivalent • SWE Registered 	<ul style="list-style-type: none"> • PQCCA • A management qualification • PE 1 and /or 2
Other Requirements <ul style="list-style-type: none"> • Ability to travel across the North Yorkshire • Ability to attend/Chair meetings outside of normal business hours 	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.