

Role Profile

Part A - Grade & Structure Information

Job Family Code	12PCS	Role Title	Social Work Guidance & Policy Compliance Specialist
Grade	PS12	Reports to (role title)	Head of Quality and Assurance
		Directorate / School	Adults, Wellbeing & Health Partnerships (AWHP)
JE Band	519-613	Service / Department	Business & Change
		Date Role Profile was created	01/05/2024

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>This role is integral to ensuring that all operational staff in Adults, Wellbeing and Health Partnerships (AWHP) are equipped with the necessary guidance to perform their duties effectively. It supports the Principal Social Worker (PSW) by providing expertise and oversight to guarantee that social work practices are consistent and aligned with best practices across the organisation.</p> <p>By embedding high standards of social work practice, the role contributes significantly to the development and review of guidance and procedures. It ensures quality assurance through evidence-based practice reviews and audits and fosters collaborative relationships with various stakeholders to incorporate diverse perspectives into the development of guidance notes and processes.</p> <p>Additionally, the role involves attending senior management meetings to report on progress and align with national directives, while promoting an inclusive environment that supports challenging discrimination and oppression. It upholds the Council's safeguarding responsibilities for adults and children, as well as its duties in preventing crime and countering terrorism, ensuring comprehensive adherence to statutory requirements.</p>
Work Context	<p>The role will work alongside the Head of Quality and Assurance, Principal Social Worker, Principal OT and Head of Safeguarding and play a pivotal role in reviewing and updating our social care guidance notes, ensuring accuracy, relevance, and clarity.</p> <p>This is a high-profile post and its effectiveness will depend upon positive relationships with colleagues, partners, senior managers and elected members.</p> <p>The role will report to the Head of Quality and Assurance and will be expected to have the ability to travel across SCC offices, using a hybrid model of working.</p>
Line management responsibility if applicable	No line management responsibility
Budget responsibility if applicable	No direct budget responsibility, but through exercising influence on the effectiveness of social work more generally, will have an impact on performance, outcomes and operational efficiency.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Manage risk in relation to service delivery ensuring safeguarding issues are addressed and contribute to the corporate risk management framework. <p>Service Development • Manage delivery of high quality services in line with policy and practice guidance, and review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</p> <p>Planning & Organising</p> <ul style="list-style-type: none"> • Ensure team plans are developed to reflect service plans and strategies. • Assist in the production of service plans, including the setting, monitoring and evaluation of service targets. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. • May have indirect influence on commissioning budgets. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery. • Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives. <p>People Management</p> <ul style="list-style-type: none"> • Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent professional qualification/registration plus experience at management level in a specialist area. • Deep understanding of relevant legislation and practice standards. • Deep knowledge and awareness of broader contextual factors affecting national service delivery. • Proven ability to exercise an evaluative judgement appropriately. • Ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • Competent in a range of IT tools including MS Office and database management systems and able to promote the use of IT systems within the service. • High level problem solving and analytical skills with the capacity to devise and implement innovative solutions. • Proven ability to assess risks and benefits and respond appropriately. • Wide experience in successful leading, motivating, coaching, mentoring and developing staff. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>A professional qualification in social work and current registration with Social Work England with at least four years' experience working in a statutory social care team, ideally with experience working with older people, people with learning difficulties, mental health needs and neurodiverse needs.</p> <p>A proven track record of working effectively as part of a team, demonstrating a high level of communication skills with a variety of stakeholders.</p> <p>A high level of legal literacy relating to social work and social care, with the ability to interpret and apply legal principles to guidance notes.</p> <p>Exceptional written communication skills with the ability to articulate complex concepts and information in clear, concise, and easily understandable language.</p> <p>Experience in leading or contributing to projects with clear, tangible outcomes. Previous experience in writing technical or professional reports in plain English, ensuring accessibility to a wide audience with varying levels of expertise.</p> <p>Proficiency in IT tools and systems, with experience and confidence in using Microsoft Teams and SharePoint to collaborate and share documents.</p> <p>Experience using Project Management tools, including writing project briefs.</p>
Role Summary	<p>Roles at this level manage and develop large teams responsible for service delivery or specific service areas to deliver performance indicators and national standards to legislative requirements. They are likely to contribute to strategy development in their areas of expertise. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisation's objectives. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p>
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