

Role Profile

Part A - Grade & Structure Information

Job Family Code	12SW	Role Title	CPC/IRO Coordinator
Grade	PS12SC	Reports to (role title)	Service Manager Quality Assurance
		Directorate	Children, Families, Learning and Communities
JE Band	519-613	Service	Quality Assurance
		Team	Independent Reviewing Service
		Date Role Profile was created	11/02/2019

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>Manage and develop a team of Child Protection Chairs (CPCs) and Independent Reviewing Officers (IROs), engaging and consulting with key stakeholders across the council and external partners, to support business efficiency and service improvement.</p> <p>We operate a dual role in allocation in working with children subject to CP Plans and children looked after, although we do offer and deploy flexibility as required.</p> <p>Ensure that relevant looked after children (CLA) and child protection meetings are appropriately chaired and recorded and that individual plans for children are in their best interests, are being progressed efficiently and are improving outcomes for these children and young people.</p> <p>Working alongside colleagues to manage consistency of practice across a large group of CPCs/IROs (c30 in total), ensuring that all aspects of child protection/IRO statutory guidance is well implemented across the department and amongst partner agencies, and that relevant statutory requirements and departmental policies are met.</p> <p>Working closely with operational managers, ensure that CPCs and IROs support and add value to the implementation of the practice models and contribute to routine auditing of casework across the department.</p> <p>Ensure that concerns CPCs/IROs may have about plans or practice in individual cases are resolved efficiently and informally if possible or are escalated to senior management as necessary.</p> <p>Deliver timely evidence based monthly QA reports and contribute to annual reports on performance of the service to relevant management groups and governance bodies to support effective and compliant service delivery.</p>
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<p>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 objective</p>	<p>The Quality Assurance Service in within Quality and Performance Division. This comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>The Independent Reviewing Service (CPC/IRO) Coordinator works closely with senior and operational staff in the council and across key partners in the delivery of safe and effective support for children who have become looked after or children who are in need of child protection planning.</p> <p>Service Coordinators instil in all of their teams an ethos of personal accountability in providing high quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds.</p> <p>The role flexibly manages resources in its team of Child Protection Chairs (CPCs) and Independent Reviewing Officers (IROs) to deliver a professional and responsive service.</p>
<p>Line management responsibility if applicable</p>	<p>Manages a team of up to 10 Officers.</p>
<p>Budget responsibility if applicable</p>	<p>Staffing budget up to £400,000.</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Leadership & People Management</p> <ul style="list-style-type: none"> • Lead, direct and manage the service delivery of a team and ensure that 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 of the service. <p>Service Delivery and Standards</p> <ul style="list-style-type: none"> • Ensure that team plans are developed to reflect wider service plans and strategies and that the necessary resources are in place to deliver an effective and high quality service. • Review the operations of the team to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. <p>Performance and Quality</p> <ul style="list-style-type: none"> • Ensure performance throughput targets and key performance indicators are achieved by promoting quality standards, maintaining and monitoring systems to collate performance information and taking appropriate action as necessary. <p>Working with others</p> <ul style="list-style-type: none"> • Establish effective local working relationships and joint working arrangements with partners to develop collaborative services and partnership arrangements. • Implement and maintain effective and robust communication between team members the wider

Implement and maintain effective and robust communication between team members, the wider directorate, partner agencies, service users and carers to ensure a person-centred service that continuously improves.

Budget and Efficiency

- Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered.

Risk and Business Continuity

- Ensure appropriate assessment and management of risk, maintaining and implementing operational arrangements to respond to civil emergencies and preparing and updating business continuity plans to ensure continued service delivery in the event of a major incident.
- Investigate concerns, complaints, critical incidents and safeguarding concerns, adhering to procedures and taking the appropriate action.

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 and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

- Relevant professional qualification and registration where required plus substantial experience at a relevant senior management level.
 - Extensive, sophisticated and up to date working knowledge of national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services.
 - Demonstrable experience in successful recruiting, performance managing, coaching and developing staff.
 - Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.
 - Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.
 - High level problem solving and analytical skills with the capacity to devise and implement innovative solutions.
 - In depth knowledge of civil emergency plans and business continuity.
 - Applied knowledge of complaints procedures and how to deal with sensitive and complex issues.
 - In depth knowledge of team dynamics, coaching, mediation and conflict resolution.
 - Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.
 - Possess a confident body of knowledge that informs team management practice and style.
- Ability to manage budgets and available resources to deliver effective support to their area of responsibility.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Professional social work qualification and registered with the Social Work England. In depth knowledge of national legislative and policy agenda for Children's Services, including regulation of children social care. Knowledge and experience of child protection and looked after processes and their application within a service focused environment. Proven ability to interpret and analyse information and formulate and present reports and recommendations. Excellent organisational and planning skills. Ability to effectively evaluate risk and the consequences of certain decisions. Significant experience of working directly with children and young people in a social care setting, together with a proven track record at Manager or CPC/IRO level of improving children's and young people's lives in a UK statutory setting. Enhanced DBS clearance. Willingness and ability to travel around county and work outside normal office hours.
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Role Summary	Roles at this level lead, motivate, nurture, manage and develop large teams ensuring the service provided is effective and delivers positive outcomes. They take responsibility for practice standards, customer service and quality assurance and ensure that processes are streamlined and resources are efficiently deployed. They lead establish and maintain local and/or countywide joint working relationships with other service providers, partner agencies and other stakeholders ensuring that the views and needs of people who interact with the service are considered in the development and delivery of services. These roles require extensive management experience and high level expertise.
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Reference Number	BM-2019-230
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