

## Job Description

Job Title	Safeguarding & Quality Assurance Manager
Grade	EPO12
Reporting To	Head of Children's Safeguarding
JD Ref	REG0064P

### Purpose

Lead and effectively manage the Independent Reviewing Officer Service (IRO).

### Main Duties And Responsibilities

- Lead, manage and be accountable for the quality of the service that is offered to each individual looked after child, privately fostered child and those children subject to the child protection process. Provide oversight, professional advice and management support to each IRO.
- Support the IRO through the dispute resolution process and ensure that the IRO's employment is not put at risk, should the IRO progress a matter to a more senior level and/or outside to the Children and Family Court Advisory and Support Service (Cafcass).
- Ensure that there are policies in place to ensure the quality of service delivery. This should include regular and routine feedback from parents, children and social workers and an audit of the records and direct observation of the IRO.
- Work with colleagues in Children's Services, to establish effective arrangements for looked after children to communicate with senior managers in Children's Services and across the Council and other agencies.
- Ensure the level of caseloads enables each IRO to comply with primary legislation, the Regulations and relevant guidance in order to achieve the outcomes for every looked after child that a conscientious and caring parent would seek for their own children. This may include having the authority to limit requests made by the Council for the IRO to undertake additional tasks, which are not part of the IRO role.
- Ensure that IROs receive appropriate training on a regular basis.
- Responsible for the production of an annual report for the scrutiny of the Members of the Corporate Parenting Board.
- Promote the use of family group meetings to colleagues both within Children's Services and with partner agencies.
- Production of reports in relation to effective service delivery and Partnership Working.
- Participate in the provision of performance data across the range of activities undertaken by the IRO's both quantitative and qualitative in nature.

- Through analysis of activity, identify and raise themes and trends in service delivery both in respect of the Council and the wider partnership to assist service improvement and delivery
- Participate in appropriate service development forums across the partnership and across the North West Region with a focus on promoting best practice.
- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Any other duties commensurate with the grade.

## Role Specific Knowledge, Experience And Skills

### Qualifications

- Social Work qualification e.g. Degree in Social Work; DipSW or equivalent Health and Social care qualification.
- Be registered with the SWE and able to evidence this.
- Continuing Professional development (CPD)
- Management qualification ILM level 5 or equivalent.

### Knowledge & Skills

- Substantial knowledge of the relevant statutory and legislative framework that applies to the role of IROs.
- Substantial knowledge of Working Together and the relevant performance framework for children in care and in need of protection. Skills in engaging with families children and young people. Skills in effective working with partner agencies.
- Knowledge of effective prevention of child sexual exploitation
- Sound knowledge and in-depth understanding of relevant legislation relating to vulnerable adults, children and young people, care leavers and families.
- Ability to analyse information and form a judgement regarding appropriate interventions with children, vulnerable adults and their families.
- Able to demonstrate a sound understanding of the legal framework and care planning process governing how the Council meets its responsibilities towards looked after children.
- Ability to effectively direct, guide, influence and negotiate with professionals from other agencies.
- Ability to manage risk.
- Ability to delegate and oversee work within the team.



- Ability to quality assure Social Work, including assessments, care plans and Court directed work.
- Anti oppressive practice.
- Partnership working with other professionals.
- Engage and communicate with staff, management and leadership behaviours.
- Engage with individuals and their families/carers, supporting and challenging where necessary.
- Professional accountability for decisions.
- Motivated and able to work to multiple timescales in a busy safeguarding environment.
- Ability to organise and plan tasks, meeting agreed timescales.
- Ability to develop performance monitoring systems that ensure consistently high quality Social Work practise.
- Able to prioritise work and meet multiple deadlines.
- Ability to write reports and present this to professional groups.
- Ability to analyse performance information.
- Ability to communicate with professionals and families.
- Ability to manage, lead, develop and support staff.
- Evidence of budget management.
- Skills in leading change in a large organisation.

### **Experience**

- Demonstrable experience of working with partner agencies within a Social Care Setting.
- Demonstrable experience of working within a Health and Social Care setting, working with children or vulnerable adults and families in need of statutory services.
- Substantial experience of working at team manager level or above.
- Demonstrable experience of managing staff within a Social Care environment.
- Experience and independence, ability and confidence to support the IRO through the dispute resolution process.
- Managing IROs and conference chairs.

## **Additional Information**

Ability to work flexibly according to the demands of the service. May be required to attend evening Committee meetings.

Ability to travel across Wirral using private or public transport.

### **NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.



Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Approved By:**  
**Kerry Mehta**  
**Head of Children's Safeguarding**

**Date Of Approval:**  
**2nd January 2019**

