

# Job Description

<b>Job Title</b>	Practice Improvement Manager
<b>Grade</b>	EPO6
<b>Reporting To</b>	Head of Practice Improvement
<b>JD Ref</b>	PC039P

## Purpose

Support the Head of Practice Improvement to design, develop, deliver and implement an audit and quality assurance programme for children's services, including complaints, ensuring that the themes that emerge are fully reflected in learning and development programmes so that impact is demonstrated. Support the Head of Practice Improvement in delivering, maintaining and scrutinising measurable improvements in quality across Childrens Social Care.

## Main Duties And Responsibilities

### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Ensure that the voice of children and young people is evident in practice across the department, drawing out themes, learning points and so contributing to practical strategies to ensure this is heard.

### Team Leadership and Management:

- 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.

### Communication, Engagement and Training:

- Promote and develop improved understanding of audit and quality assurance to establish a culture of continuous improvement as part of a reflective approach to practice, raising practice standards and the quality of safeguarding and so improving outcomes for children and young people.
- Lead and support the implementation of the Coaching/ Mentoring through Audit Activity Programme, working in collaboration with staff at all levels to develop a shared understanding of what good looks like.

- Work alongside all staff across 'whole service' to support a culture and environment of Learning Together to lift and improve practice, providing open, transparent and objective dialogue across all levels of management surrounding practice and service delivery.
- Support the development of professional skills, knowledge, practice and performance across Children's Services.
- Support the development of reflective practice and critical challenge in a safe environment.
- Aggregate and disseminate the findings of audits on a regular basis across the service so as to maximise the learning opportunities for all staff.

### **Data Analysis and Decision-Making:**

- Lead on translating audit findings into learning and development programmes, working closely with organisational development and service leads to implement changes required to ensure improvements are measured practice standards are raised.
- Carry out regular overview analysis and reports of service-based audits feeding into a regular quality assurance report, identifying areas for improvement and changes required to practice, policy and procedures resulting from audits.

### **Performance Management:**

- In conjunction with the Head of Practice Improvement and the Senior Management Group, identify, plan and carry out periodic thematic audits. Report the findings, recommendations and develop ensuing Action Plans which can achieve the required changes within achievable timescales.
- Provide high level reports in respect of audit activity, reviewing practice against performance information and practice standards in order to ensure there is sustained practice improvement and positive outcomes are achieved for children and young people.
- Provide data, intelligence and analysis of each team against 'The standards for employers for Social Workers in England'.
- Contribute to and provide analytical reports to assist in the Audit/ Coaching Program to provide critical intelligence and data across the 'whole service'.
- Provide the Director of Children's Services with clear measurable and analytical practice outcomes across Children's Services.

### **Compliance:**

- 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.
- Contribute to and/or lead interagency audits commissioned by the Wirral Safeguarding Board including contributions to Inter-agency Management Reviews and Serious Case Reviews as appropriate.

### **Other:**

- Any other duties commensurate with the grade.



**ACCOUNTABLE**



**AMBITIOUS**



**RESIDENT  
FOCUSED**



**PROFESSIONAL**

# Role Specific Knowledge, Experience And Skills

## Qualifications

- Qualified Social Worker registered with the Health & Care Professions Council (HCPC).
- Evidence of extensive Continuing Professional Development (CPD).

### *Desirable*

- Management qualification ILM level 5 or equivalent.

## Knowledge & Skills

- Extensive knowledge and understanding of relevant legislation relating to children and young people and care leavers.
- Analyse information and form a judgement regarding appropriate interventions with families.
- Ability to manage risk.
- Quality assure Social Work, including assessments, care plans and Court directed work.
- Organise and plan tasks, meeting agreed timescales.
- Develop performance monitoring systems that ensure consistently high-quality Social Work practice.
- Prioritise work and meet multiple deadlines.
- Write and analyse reports on performance information and present this to professional groups.
- Able to communicate with professionals and families.
- Develop and support staff.
- Engage and communicate with staff, management and leaders at all levels, supporting and challenging where necessary.
- Work professionally and be accountable for decisions.
- Child-focused and centred practice.

## Experience

- Demonstrable experience of working within a Social Care setting, working with children and families in need of statutory services.
- Successful experience of managing staff within a Social Care environment.
- Demonstrable experience of working with partner agencies within a Social Care setting.
- Experience of successfully managing change.

### *Desirable*

- Experience of case auditing.
- Experience of designing and delivering training and development activities.



## Additional Information

This is a 'sensitive' politically restricted post.

May be required to work occasional evenings or unsocial hours.

Able to travel throughout the borough using private/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.

### Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

**Approved By: Joe Banham**

**Date Of Approval: 04.04.2019**

