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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Professional Practice Manager | **Service** | Children & Young People’s Service |
| **Grade** | Grade 13 | **Service Area** | Children’s Social Care |
| **Reporting to** | Operations Manager, Safeguarding & Professional Practice |
| **Politically Restricted** |  |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure. |
| **Purpose of the job:**The post holder is responsible for the continued development and use of tools that help us to understand what the quality of practice is across the service, and where practice improvement is necessary the post holder will be responsible for a range of practice improvement activities across Children’s Social Care as part of the Safeguarding and Professional Practice service area. They have a particular responsibility for ensuring the voice of children and young people is clearly heard and informs the day to day practice of social workers and contributes to service improvement and development work. They will support the development and delivery of service aims and objectives, which in turn will contribute to the wider service area and the council’s corporate priorities.  |
| **Key Result Area – Corporate*** To contribute to organisational change and to the transformational agenda, supporting the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To support the development of the culture of the council and promote the implementation of a ‘One Council’ approach, working collaboratively across the service, the wider council and with appropriate partners as directed.

**Key Result Area – Leadership*** Support the delivery of the improvement plan for the service, advising on specialist areas of responsibility;
* Contribute and facilitate a culture of learning and High Support, High Challenge and High Aspirations
* Manage the Participation and Engagement Worker and the Quality Improvement Officer, ensuring work produced is of a high standard and contributes directly to the improvement journey of the Service.

**Key Result Area – Service Delivery*** Assist with the professional development of Social Work Consultants and Social Workers through mentoring, coaching and the provision of team-based learning opportunities, supporting implementation into practice;
* Lead on the development of a “Participation and Engagement Plan” with clear outcomes, which will provide safe, creative and inclusive methods that will support the participation and engagement of children and young people and which will deliver work which has impact on securing good outcomes for them across Children’s Social Care (CSC) Service and support the Participation and Engagement Worker to deliver within agreed timescales achieving demonstrable outcomes;
* Support the implementation of Signs of Safety through activities such as group supervision and reflective supervision;
* Develop and deliver good practice sessions and ensure that these are based on current research, evidence based practice, policy, guidance, legislation and case law relating to children and families;
* Undertake direct observations of practice, supporting reflective thinking, giving feedback and mentoring/coaching others;
* To contribute to the development and implementation of policies and procedures and changes to the approach to social work and family work practice as and when required;
* Commitment towards structuring own training and development.

**Key Result Area – Generic Management*** Manage employees and team/individual performance in accordance with council procedures and objectives
* To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.
* Establish effective lines of communication and build working relationships across the service based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.
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| **Key Result Area – Job Specific**The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the line manager.The postholder will:-* Work with the Operations Manager to support the service to deliver high quality and effective services to children and their families in line with procedures, legislation and national guidance.
* Play a key role in supporting Social Work Consultants to fulfil their roles;
* Ensure the voice of children and young people is clearly heard and evidenced and informs service improvement and development work across Children’s Social Care and improve the rates of participation and engagement which leads to demonstrable impact on outcomes for children and young people;
* Provide constructive challenge to enhance practice, procedures and policies, promote innovation and introduce new ways of working from recognised areas of excellence.
* Actively promote and engender a culture of reflective practice across the Service and support the implementation of Signs of Safety, delivering Group Supervision and other elements of direct support that will assist to embed SOS practice, as required.
* Provide direct line management support and supervision to the Participation Engagement Worker and the Quality Improvement Officer in the delivery of the key objectives above.
* In conjunction with the Operations Manager deliver targeted improvement activities which support improved team performance and which contributes to the culture of “High Expectations, High Challenge, High Support” in the delivery of services to the County’s most vulnerable children and their families who are in need of statutory Social Care support and interventions;
* Working directly with Social Work Consultants and Social Workers, ensure quality improvement is embedded in practice through the promotion of a learning culture.
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**Person Specification Professional Practice Manager**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | Degree in social work **OR**  equivalent social work qualification, i.e. CQSW, CSS or Dip SW**AND** HCPC RegistrationAchievement of Post Qualification AwardCommitment to achieving NVQ level 4 in management or equivalent within 3 years of appointment | NVQ level 4 in management or equivalentStaff development qualification e.g. NVQ assessor, Practice teaching, coaching mentoring, Cert Ed etc | Application formSelection ProcessPre-employment checks |
| **Experience** | Substantial and recent post qualifying experience in statutory social work with children and families Experience of developing others by using a range of different techniques such as practice teaching, training, mentoring and observations of practiceWorking with staff from a diverse range of organisationsSignificant experience of identifying and responding to need and risk Significant experience of the social work role across the children’s social care remit including assessment and planningSignificant experience of identifying and responding to need and risk Experience of involving children and ensuring their views are heardExperience of co-ordinating and chairing meetingsSubstantial experience in the application and use of a range of social work intervention and assessment tools | Experience of supervising staff and /or studentsService Project Development and implementing innovative practiceExperience of working in integrated teams/servicesExperience of work with third sector organisations and commissioned services.Coaching and mentoring staffExperience of influencing change, undertaking research and/or implementing recommendations from audits and serious case reviews.  | Application formSelection ProcessPre-employment checks |
| **Skills / Knowledge** | Ability to place the child at the centre of all practice, decision making and recording processesAbility to guide others, understand and manage need and risk across the threshold continuumKnowledge of a range of social work interventions and methods and a commitment to use of solution focused, strength based approaches with families Up to date knowledge of Social Work theory and practice and knowledge of current child care legislation, statutory guidance and child protection proceduresKnowledge of Think Family practice and interventions Highly developed skills in the ability to summarise, analyse and evaluate complex information and manage riskAbility to deal with emotional distress and challenging behaviour, including aggressionAbility to work on own initiative, organise workload, prioritise, achieve deadlines and work under pressureAbility to write concise, analytical reportsExcellent communication skills with children, families and professionalsAbility to lead social care professionals to deliver high quality servicesAbility to manage and support the process of change and an understanding of how to support people to changeAbility to quality assure work to a high standard and give constructive feedbackA high level of consultative, interpersonal and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate wayAbility to establish and maintain effective working relationships across the council and with external partnersAbility to promote young people’s participation |  | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | Ability to reflect on own practice and the practice of others to provide effective outcome based feedbackCalm, considered, reflective and decisiveCommitment to high quality service delivery and improving outcomes for children and familiesFlexible to meet the needs of the servicePositive and Innovative approach to work Non confrontational approach to problem solvingOpen, honest and assertive mannerSupportive and challengingReliableStrong sense of selfCoaching /mentoring approachCommitment to creating an environment that promotes equality and diversityResilientEnthusiasticWillingness and ability to challenge discriminationMotivationalCapable of independent travel to meet the requirements of the post; |  | Application formSelection ProcessPre-employment checks |