



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Quality Assurance & LADO Service Manager	Grade: MG1
Section: Practice & Learning Service	Directorate: Children’s Services
Responsible to following manager: Head of Practice and Principal Social Worker	Responsible for following staff: <ul style="list-style-type: none">• QA functions of policy officer(s)• LADO
Post Number/s: ECS21	Last review date: April 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

This is a Service Management role working specifically for Wandsworth Children’s Services although the post holder will be employed under the terms and conditions of the Shared Service Agreement. The role requires a high level of responsiveness to the needs and expectations of Wandsworth Council.

Reporting to the Head of Practice and Principal Social Worker, and working alongside colleagues in safeguarding, practice improvement, policy and performance, inspection readiness and workforce and learning (social care academy), the overall purpose is to lead on the quality assurance function of practice, facilitating and co-ordinating the continuous improvement of practice quality in line with our Outstanding Practice Framework and undertake the management of the LADO function.

This includes:

- Quality assurance and related activities including leading, managing, co-ordinating and undertaking audits of practice quality
- Management of the work of the LADO (line management of the Local Authority Designated Officer) and ensuring high quality, responsive and timely LADO service
- Leading practice in line with an Outstanding Practice Framework - high quality, reflective, child focused, anti-racist and anti-discriminatory practice
- Inspection readiness programmes

A high level of drive, stamina and political sensitivity are required, the ability to work up, down and across the organisation, to thrive within a complex environment, foster effective teamwork, help others achieve their maximum contribution and set standards for continuous improvement.

Job Purpose

The Practice and Learning Service provides high quality services to the children, young people and families of Wandsworth and the workforce. This includes the child protection conference and independent reviewing service, oversight of allegations against professionals and volunteers, quality assurance of the practice system, workforce learning, development and improvement (Children's Social Care Academy), family group conferencing, lifelong links, children's and parents groupwork.

Wandsworth's Outstanding Practice Framework is the guide for this post and this senior leader will be expected to deliver this vision with other senior leaders. The key purpose of this role is to offer practice leadership and deliver a responsive and effective quality assurance framework that provides an accurate assessment of practice strengths and areas for development, and can articulate the feedback from children, young people, parents, and carers who receive our services and other professionals working with children.

Specific Duties and Responsibilities

Quality Assurance

1. To have lead responsibility for assuring quality and impact of practice across children's social care and early help that improves services for children and families.
2. To participate in leadership of a learning culture through an effective model of quality assurance that identifies what is working well, and why, and what needs to improve.

3. To lead the continuous improvement cycle using a range of interdependent methods; for example audit, practice observation, feedback, complaints, and compliments; to monitor the quality and impact of practice and specifically close the learning loop to enact change.
4. To review, maintain and develop quality assurance to ensure it is providing a comprehensive evaluation of practice that accurately informs the departmental self-evaluation framework.
5. To lead, coordinate, and moderate audits undertaken by operational managers across the practice system ensuring a high standard of evaluation and sufficient volume to maintain a reliable sample size.
6. To lead audit completion and management response to audit actions keeping the senior leadership informed of performance.
7. To analyse and evaluate information gathered; report and present findings; monitor impact to ensure changes are made to improve the experience and progress of children using services.
8. To personally undertake audits and dip sampling using data, practice observation, feedback, complaints to inform emerging themes and lines of inquiry.
9. To lead and co-ordinate, with social care academy colleagues, thematic practice weeks across the year.
10. To deliver learning from practice through regular communications to the workforce and collaboration with colleagues in the social care academy to deliver training and workshops that improve practice.
11. To maintain records of audits, learning from audits and practice weeks, impact of audits on practice improvement in a state of continuous inspection readiness.
12. Ensures learning from audits is incorporated into up to date procedures and practice guidance working closely with Policy Officers to maintain practice oversight of online resources.
13. Collaborates with colleagues in Policy, Performance and System Development to develop and maintain procedures, effective data and reporting and coherent audit tools.

LADO

- 14. To lead and manage the role of Local Authority Designated Officer responsible for the management of allegations against professionals and volunteers who work with children.
- 15. To ensure a high level of knowledge and awareness of the function of the LADO across multi-agency partners and voluntary organisations.
- 16. To maintain oversight of all LADO cause for concerns and allegations, ensuring they are processed at the appropriate level; including facilitation of enquiries that are timely and in accordance with London Safeguarding Children procedures.

Across both areas of responsibility

- 17. To promote and participate in collaborative partnership arrangements, including the Wandsworth Safeguarding Children Partnership and representing the service in local and national forums.
- 18. To deliver quarterly and annual report for each of the service areas, ensuring improvement of service provision.
- 19. To be an active member of the service management group.
- 20. To carry out any other reasonable duties within the over function of the service, commensurate with the grading and level of responsibility of the post.
- 21. To maintain up to date detailed knowledge of legislation and national policy.
- 22. To ensure that key relationships and business processes are in place to improve outcomes for children and families.
- 23. To ensure the service meets both national and local performance and quality indicators in an effective and timely way.
- 24. To ensure services deliver value for money, within budgets and are evidence-based.
- 25. To ensure that services are rigorously evaluated in terms of quality and outcomes and that they continuously improve and are provided in response to children's and young people's needs. Promote a learning culture in the organisation.
- 26. To plan and manage programmes of change and projects designed to improve service outcomes.

27. To promote a culture of compassionate, kind, transparent and child-focused practice.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

N/A

Team structure

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
Displays an awareness, understanding and commitment to the protection and safeguarding of children, young people and vulnerable adults through creative and innovative practice		A/I/T
Knowledge of relevant legislation and statutory guidance, including: <ul style="list-style-type: none">▪ Working Together to Safeguard Children▪ Care planning regulations,		A/I/T

▪ London Safeguarding Children Procedures	
Knowledge of research, government policy and strategy in respect of services for children and young people, including evidence based early help statutory and preventative services.	A/T
Able to assess and manage risk associated with complex matters related to casework, financial, policy and strategic decisions using legal advice as appropriate.	A/T
Experience	
significant practice experience across the range of children’s social work, including child protection, children in need (including disability), looked after children through to adoption across the development with stages of children	A
Experience of implementing, evaluating and using quality assurance frameworks	A/I/T
Experience of the operation of key statutory processes and the operation of child protection procedures (including LADO)	A/I
Experience of developing, and improving practice	A/I
Experience of leading service improvements and making effective and sustained change	A/I
Skills	
Ability to communicate and form relationships with a broad range of stakeholders - from services to frontline staff to senior management and elected members	A/I
Able to manage individuals and teams through change	A/I
Able to establish effective partnerships (in terms of strategic planning and operational service development) with statutory and non-statutory organisations and agencies, children and carers	A/I
Able to manage organisational and practice change and to lead and manage projects effectively and overcome obstacles	A/I
Able to establish, develop and manage effective multi-agency / disciplinary working	A/I
Able to control and forecast budgets and achieve value for money in service planning and delivery.	A
Able to think and plan strategically and analyse complex information and/ situations effectively.	A/I/T
Ability to work with a high degree of autonomy and initiative, organising prioritising workload, and to work under pressure and meet deadlines	A/I
Good oral and written skills to provide clear and concise messages with the ability to adapt them to enable access and understanding by a wide range of people	A/I/T
Qualifications	
Social Work qualification with appropriate professional registration	C
Post graduate level qualification in leadership & management or equivalent	C
Evidence up to date with research and effective practice through substantial professional development.	A/I/T

A – Application form / CV

I – Interview



T – Test
C - Certificate