

**SOLIHULL METROPOLITAN BOROUGH COUNCIL**  
**(EDUCATION AND CHILDREN'S SERVICES DIRECTORATE)**

**JOB DESCRIPTION**

**POST TITLE: SERVICE IMPROVEMENT AND QUALITY MANAGER**

<b>POST NO:</b>	EDUC844	<b>DIVISION:</b>	Children & Young People
<b>SECTION:</b>	Children's Social Work Service	<b>SALARY GRADE:</b>	Band G
<b>RESPONSIBLE TO:</b>	Social Work Sector Manager		
<b>RESPONSIBLE FOR:</b>	Service Improvement and Quality Officer		

**1. LOCATION**

TBC

**2. JOB PURPOSE**

To support Solihull Social Work Children's Social Work Services to ensure the effectiveness of social work practice and the implementation of policy and procedures to safeguard and promote the welfare of children and young people.

To take lead responsibility for the ongoing development and implementation of performance and quality assurance systems that provide appropriate auditing, scrutiny and development of practice of services to safeguard and promote the welfare of children and young people at risk or in need.

To identify performance trends and themes, as well as practice issues arising from the audit and lead on the development of new practice procedures which safeguard and promote the welfare of children and young people.

Support Directorate Performance and Policy framework by taking lead responsibility for implementing and developing corporate and directorate initiatives, processes and policy within the division around performance planning, business continuity, risk management and other business functions.

**3. WORK PERFORMED**

**3.1 PEOPLE RESPONSIBILITIES**

Line manage Service Improvement and Quality Officer.

On a project basis, the post holder will maybe responsible for managing teams of people working together to develop new quality assurance systems, practice and procedures, etc.

### 3.2 WORK RESPONSIBILITIES

To devise, deliver and review a service improvement / quality assurance framework for Children and Families; including audit of case work and files; regular management information that is meaningful and relevant for operation staff and strategic managers and analysis of feedback.

To identify trends, themes, as well as practice issues arising from the QA system and make recommendations to improve practice and procedures.

To take lead responsibility for and support staff in ensuring the implementation of any action plans resulting from audits of case work and files and inspection findings.

To take lead responsibility for ensuring the results from audit of case work and files informs future learning and development training and supervision of staff.

To regularly produce quantitative and qualitative data to inform the performance planning of the Directorate, with a particular regard to safeguarding and looked after children.

To work with colleagues across the Directorate and the Children & Young People's Trust to collaborate on performance management and quality assurance arrangements to address priorities within the Children and Young Peoples Plan.

To work with the Local Safeguarding Children's Board (LSCB) Safeguarding Officer in responding to recommendations resulting from any LSCB Case Audits or Serious Case Reviews.

To work with the Directorate Safeguarding Manager to produce performance management reports to the Solihull Partnership, Elected Members and Chief Officers on the work of Directorate and local safeguarding activity.

To support the Local Authority in the preparation for external inspections, in particular the unannounced inspections of Duty and Referral Teams and Safeguarding and Looked After Children inspections.

To ensure the Local Authority fulfils its statutory responsibilities with regard to ensuring effectiveness of arrangements to safeguard and promote the welfare of children and young people (including Section 11 Children Act 2004 & Section 157 & 175 Education Act 2002).

To provide policy advice and guidance on: statutory regulation for Children's Social Work Services; local and national findings (both research and evaluation projects) so as to influence and improve practice and procedures to safeguard and promote the welfare of children and young people.

To chair the Quality Assurance Group to oversee the implementation of the quality assurance framework for Children's Social Work Services and the wider Directorate.

To lead on audits in order to quality assure safeguarding activity within Solihull.

To involve children, young people and their families within the QA systems.

To ensure issues of diversity are proactively addressed in the audit and scrutiny activity across the Directorate.

To contribute to the Council's work to safeguard and promote the welfare of children and young people.

Progression through the salary range will be subject to satisfactory performance which will be assessed through the annual appraisal.

### 3.3 SAFEGUARDING RESPONSIBILITIES

The post holder is responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults she/he is responsible for, or comes into contact with.

### 3.4 FINANCIAL RESPONSIBILITIES

None.

### 3.5 BUILDINGS AND EQUIPMENT RESPONSIBILITIES

The post holder is responsible for the care and maintenance of any building, equipment and displays utilised in carrying out their duties.

## 4. SPECIAL CONDITIONS OF EMPLOYMENT

### 4.1 MOBILITY

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

### 4.2 NO SMOKING POLICY

The Council operates a 'No Smoking' policy. As such, the post holder is required to refrain from smoking in any Council workplace.

4.3 HEALTH AND SAFETY

The post holder will be responsible for their personal Health and Safety as per the Council Health and Safety Policy.

As an employee of Solihull MBC, the post holder will be responsible for observing their Health and Safety responsibilities as laid down in the Corporate and Departmental Health and Safety Policies. In addition, the post holder will be responsible for co-operating with their Line Manager so that they may discharge their Health and Safety responsibilities effectively.

The postholder should refer to, and take note that specific responsibilities are detailed in Corporate and Departmental Health and Safety Policies.

4.4 INFORMATION QUALITY

You are responsible for ensuring that you comply with the Council's Information Quality Standards

4.5 TRAINING AND DEVELOPMENT

The Council is committed to personal and organisational development of the individual.

The post holder will be encouraged to contribute to identify and meet job related development needs.

The post holder will be supported by Solihull Council's Communication Team for their wider professional development in Communications and Marketing.

4.6 DATA PROTECTION

As an employee of the Council, the post holder is expected to comply with the provisions of the Data Protection Act 1998.

4.7 EQUAL OPPORTUNITIES

SMBC are committed to a wide range of diversity issues including Equal Opportunities.

As an employee of SMBC the post holder is expected to demonstrate a commitment to a wide range of diversity issues including Equal Opportunities.

NAME OF PERSON WHO REVIEWED JOB DESCRIPTION:



DATE JOB DESCRIPTION REVIEWED:

July 2009

This job description may be reviewed towards the end of the secondment to reflect any changes in the requirements of this post.