

Director of Quality & Safeguarding

Role Profile

Service: Adults & Wellbeing Directorate
Band: SM3A
Reporting to: Corporate Director, Adults & Wellbeing
Responsible for: Principal Social Worker, Head of Strategic Safeguarding, Head of Quality & Performance



TRAFFORD
COUNCIL

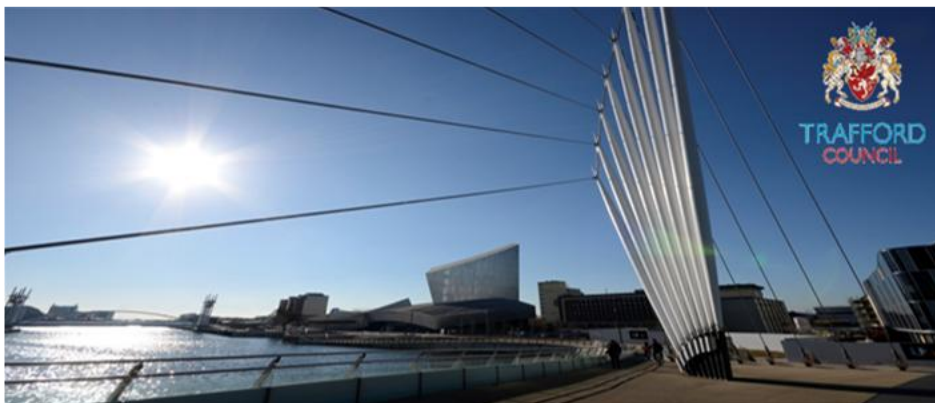
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

As Director of Quality and Safeguarding you will support the corporate director to ensure that adult safeguarding is a council priority, ensuring that the directorate's safeguarding procedures and policies operate effectively and through effective performance monitoring and management within the directorate and through communication and engagement across the council and within multi agency arrangements and that there are clearly communicated and effective safeguarding arrangements to protect adults and carers from harm.

You will lead on the implementation of a robust safeguarding approach to promote consistency across the directorate and a high quality of service. You will work with various teams across the business to positively ensure the best outcomes with any safeguarding issues, working with external partners to develop and monitor safeguarding practices, keeping Trafford at the forefront with any change programmes.

You will also be responsible for the learning and development of all staff, the assurance of services and social work practice, embedding of learning and resident feedback, and oversight of the ongoing readiness for CQC requirements.

Work strategically with your DMT colleagues in the delivery of the Improving Lives Everyday improvement programme, to meet our transformation challenges, ensuring all business in your portfolio is aligned to this framework.

You will work collaboratively with other directors in the Adult & Wellbeing Directorate and key stakeholders in Health and other agencies, with corporate directors and directors in other directorates, and with the chief executive to deliver our Corporate Plan

Your Main Priorities

- Provide motivational and inspirational strategic leadership to empower colleagues to deliver effective safeguarding practice, by working collaboratively with colleagues, partners and key stakeholders to promote better health and social care outcomes for all our residents.
- Responsible for the Strategic Leadership and oversight for the local authority functions related to the safeguarding of vulnerable adults including the Deprivation of Liberty Standard (DoLS) Team, Safeguarding Hub and Safeguarding Adults Board Manager.
- Responsible for leading the development of our self-assessment and assurance activity that promotes and delivers a culture of innovation, continuous improvement and high-quality service delivery across the organisation and wider market.
- As a senior leader and part of the Directorate Leadership Team, you will role model the Council's values and behaviours, ensure staff have clear objectives and work priorities, and work effectively in line with the Council's Constitution and financial procedure rules and standing orders, compliance and best professional practice.
- Be accountable for the development and updating of procedures, policies and practice standards to support good practice across services to ensure maximum levels of organisational preparation and compliance with the new external regulatory requirements, including CQC, Social Work England etc. but not exclusive to CQC Fundamental Standards.
- As a subject matter expert for quality and safeguarding provide appropriate expert specialist advice on complex quality and safeguarding issues, identify solutions which minimises risk to the Directorate and Council.

Key duties

- Lead the implementation of clear performance management, compliance and audit functions that will be an underlying part of our delivery model and will inform the development of our wider strategy across adult social care and health.
- Engage and work with a range of partners at a strategic level, contributing to the effectiveness of the Health and Wellbeing Board, the Local Safeguarding Adults Board and any other relevant bodies.
- Oversight and implementation of the Quality Assurance framework and programme of audits aligned to service delivery, which highlight areas of good practice, and inform operational practice.
- Responsibility for ensuring safeguarding standards and quality assurance standards are in place, consistent, fit for purpose and meet the requirements of legislation, statutory guidance and internal standards. Improve and quality assure professional standards including safeguarding processes and practice, deprivation of liberty safeguards and mental capacity.
- Ensure the department is ready for national inspection arrangements, providing oversight of strategies, plans, and implementation.
- Build and maintain strong partnerships with senior officers, external partner agencies, regulatory and inspection organisations, and national and regional bodies.
- Create an operational environment in which the Principal Social Worker Functions can operate effectively, challenging service quality and practice and seeking continuous improvement so that the professional capabilities framework can be met across the directorate.

- Lead on investigating and reporting of serious safeguarding incidents and breaches of safeguarding protocols and consequent actions. Report key information on all aspects of safeguarding and quality assurance to the Chief Executive, Senior Management Team (SMT) and key stakeholders.
- Strategic lead on the design, development and implementation of quality assurance strategies which align quality assurance systems to workforce planning, learning and development.
- Be accountable for significant budgets and savings programmes, directly influencing the budget-setting and long-term financial planning of the team and demonstrating value for money in the delivery of its services.
- Work closely and effectively with Elected Members and Board Members to provide professional and technical advice to ensure Trafford Council and Local Care Organisation are promoted and implemented, in addition to ensuring confidence in the services amongst Members and officers at the highest level.
- Deputise for the Corporate Director and ensure effective leadership of the Directorate and its functions.

About You

Qualifications and Professional Development

- Bachelor's/master's degree or equivalent/experience in leadership which can be evidenced
- Professional Social Work qualification
- Registration with Social work England
- Evidence of continual formal management development
- Evidence of continuous professional development of others

Experience and Knowledge

- Substantial leadership experience with evidence of successfully leading a complex group of services.
- A proven track record and demonstrable experience of successfully managing finance and competing budget priorities, risk and performance within the context of a demand-led but resource-constrained service.
- A proven track record of leading transformational change, both within an adult social care service and driving change at an organisational level.

- A proven track record of developing and delivering strategies, strategic planning and implementation and policy development relating to adult social care service delivery; able to evidence the positive outcomes achieved.
- Demonstrable experience of people leadership, including workforce planning, objective setting, performance management, motivating and inspiring a diverse group of staff with different backgrounds and career goals.
- Experience of developing and implementing organisational culture change strategies through innovative and creative ways to respond to and drive Trafford Borough and Greater Manchester ambition.
- Experience of working across an organisation, partners and with the wider market, developing strong performance management, compliance and quality assurance functions.
- Experience and knowledge of leading safeguarding functions across a whole system to ensure that the most vulnerable are protected from harm.
- Experience in maintaining and applying up to date knowledge of current thinking and developments within the health and social care context.
- Experience of working effectively in co-operation with a wide range of internal and external partners including statutory and non-statutory organisations at local or regional level.
- Expert understanding of Adult Social Care legislation and regulation, including Care Act and Care Quality Commission standards.
- Expert knowledge of best practice in adult social care service delivery, care models, service development and innovations in relevant areas such as assistive technologies and system working.
- An understanding of, and a personal commitment to, the vision, aims, values and priorities of Trafford Borough Council.
- Knowledge and a significant understanding of the key issues relevant to the Service, legislation and case law related to Adult Social Care
- A clear understanding of the workings of local government and the current issues to be faced in Local Authorities.
- Can demonstrate political acumen and aptitude to adapt to a political environment.

Skills and abilities

- Strategic thinking and planning, able to develop clear strategies at organisation level to achieve outcomes over a medium-to long-term timeframe.
- Business planning, able to develop clear business and operational plans for the delivery of a high-quality internal support services to customers.
- Excellent written and verbal communication skills, able to translate complex technical concepts into simple, clear insight and advice for a diverse range of audiences.
- Ability to work collaboratively, working across departmental and organisational boundaries to develop shared solutions to deliver wider borough goals.

- Excellent negotiation skills and evidence of having successfully applied these internally (in building excellent stakeholder relationships) and externally (in driving value through supplier relationships).
- Judgement and proportionality, able to manage competing priorities, quickly identify key factors and direct attention and resources appropriately.
- Excellent problem-solving skills, able to analyse complex scenarios and synthesise multiple strands of work into solutions that can be simply and clearly articulated to senior stakeholders, including Members.
- The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the Council's vision and values.

Special Conditions

- Car User / full driving license required.
- Willing and able to travel to sites within and outside of the Trafford Borough
- Enhances DBS and Adults Barred Check List required.
- Politically restricted.
- Unsocial hours/weekend work may be required.
- Participate in the council's emergency arrangements as an on-call member and will fully participate in gold and silver arrangements as required, which may require chairing the formal council meetings.

Date prepared/revised	3.9.25 / finalised via consultation 28.10.25
Prepared/revised by	TS/CW/MK
Job Evaluation	September 25 (RP/CG)

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.