



Your job

Job Title: Service Manger - Children in Care and PPRO

Service: Children and families

Grade: 14

Reporting to: Service Lead

You will provide leadership and management to a team of experienced Independent Safeguarding Reviewing Officers and Pathway planning reviewing officers, leading on children looked after processes and pathway plan review processes. Ensuring that all children are supported through the delivery of high-quality social care practice. This includes quality assessments, planning, intervention to ensure all children an exceptional service and are able to reach their full potential. You will lead on thematic quality assurance areas developing service delivery to improve outcomes for children.

You will be expected to model effective and collaborative relationships with colleagues from across social care, multi-agency partners, children and families in this key role to driving improved practice. You will work closely with the broader quality assurance function across Children's Services to identify good practice as well as areas of improvement to ensure the best level of service for children and families across the borough. You will participate within the Corporate Parent Governance arrangements leading on specific workstreams. This will include a focus on the quality of care planning, challenging of practice where required and providing insight of service delivery to support continued improvements.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance

in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Work collaboratively with the Service Lead to ensure insight of practice from the team connects and informs activity within the Quality Assurance Framework.
- Lead on the development of the IRO annual report and team development plan.
- Carry out a structured reflection on cases where IRO service involvement has preceded unplanned endings of foster placements after the first 12 months.
- Complete a detailed audit of Resolution Seeking Forms, with a specific focus on: Use of the Informal Stage.
- On an ongoing basis you will:
- Provide management oversight and support to ensure that formal review processes are high quality, held within timescale and are supporting improved outcomes for children and young people.
- Manage the IRO of the Independent Safeguarding Service, ensuring that reviews are meeting statutory and regulatory requirements and delivered in accordance with local procedures.
- Undertake line management duties to a team of Independent Reviewing Officer's, providing high quality supervision through the MyTime process, ensuring that staff are supported and that children's plans are progressing and achieving positive outcomes
- Be responsible for the allocation of all cases that meet the threshold for Looked After Children Reviews
- Represent the authority at the regional IRO group and attend national conferences / events as required to capture the learning and disseminate across the team
- Closely monitor and appropriately challenge practice within Children's Social care and partner agencies to ensure that responsibilities are fulfilled in line with national social work legislation/ guidance and local good practice standards

- Contribute towards practice development through developing policies, training and learning products
- Be responsible for addressing any complaints / service user feedback allegations of information data breach made in relation to the Independent Safeguarding Service, ensuring that they are appropriately, timely and sensitively considered and investigated, and wherever possible informally resolved
- Establish, monitor, audit and evaluate standards of service performance taking into account the outcomes achieved by children, young people and families. Monitor performance against national and local priorities and provide timely feedback to individuals and the teams
- Prepare reports on service area and activity, and service development for Elected Members, Senior Managers and others as required, specifically reporting performance data to the Children's Performance Group regarding Children's Social Care performance
- Undertake auditing and moderation to inform leaders on the quality of practice.
- Par take in the senior on call rota
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A social work qualification with significant post-qualification experience and registered with the HCPC.
- Extensive experience as a Team manager IRO / CP Chair
- Evidence of successfully and effectively delivering at team manager level
- Excellent and effective communication skills both oral and written with the ability to deliver presentations to a wide range of audiences
- An ability to build positive working relationships with colleagues from Children's Social Care and partner agencies
- A thorough working knowledge of the legal framework relating to Child Protection and Looked After Children including Care Planning Regulations and the duties and responsibilities of the IRO as set out in the IRO Handbook

- Evidence of successfully supporting a performance management culture and service delivery improvements and of effectively managing and developing and implementing innovative service redesign and performance improvements
- Demonstrate the ability and experience to proactively challenge issues in other professionals work and where necessary to challenge and escalate concerns on behalf of the service
- Hold a valid UK driving licence or have the ability to demonstrate the efficient use of own or public transport to travel as required

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”