

Role Title: Quality Assurance Team Manager
Location: Bradford, Sir Henry Mitchell House
Report to: Learning and Quality Assurance Service Manager
Grade: PO6
Sap Position Number: 50199171

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

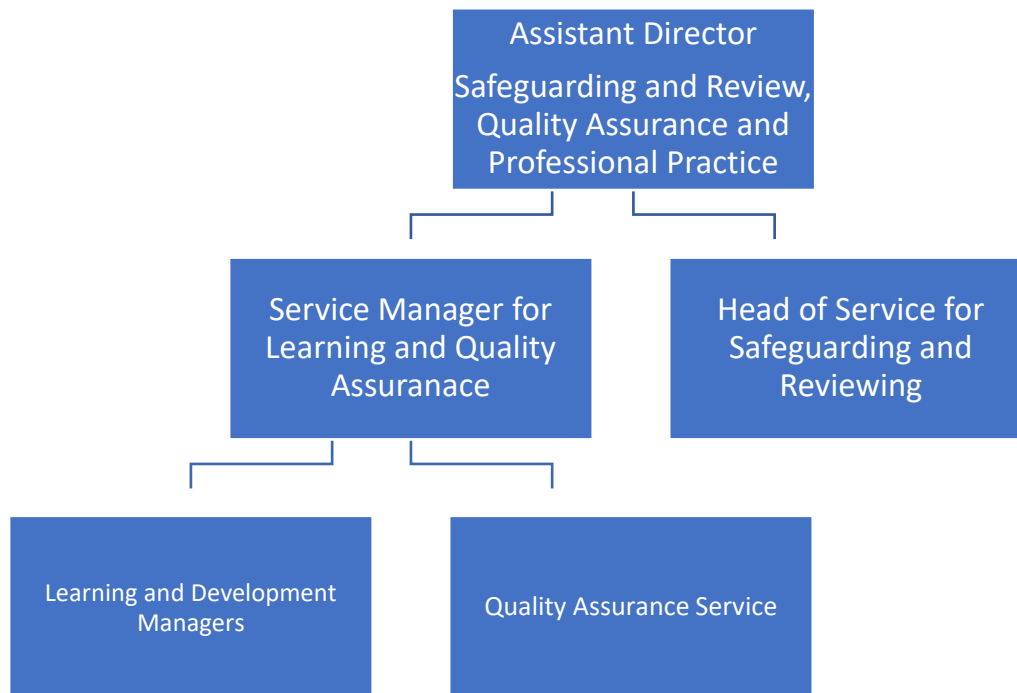
Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.



Learning and Quality Assurance Service Overview

The role sits within the Learning and Quality Assurance Service which is comprised as set out below.



Role Summary

Within this role, you will drive and influence practice improvement by managing and leading all quality-assurance activity across Early Help, Parenting and Family Support, Fostering, Social Work, Residential and Youth Justice Service. You will prepare and present both qualitative and quantitative reports for presentation to senior managers and respective boards that oversee the improvement work for children's services.

You will work with Team Managers, Service Managers and Heads of Service to strengthen and develop knowledge and practice to improve the quality of the service we offer our children and families. This will include a focus on strengthening outcomes for children by providing coaching and support which will enhance the skills and approaches needed for effective relationship-based practice.



You will be working closely with the Principal Social Worker and colleagues across the Trust to ensure the ongoing implementation of relationship-based practice. This will include contributing to the development and implementation of policies and practice improvement.

Main Duties and Responsibilities

1. Develop, manage and lead a team of experienced practice improvement officers and business support to implement auditing and learning opportunities across the Trust.
2. Understand and evaluate the effectiveness of children's services to safeguard and meet the needs of children and young people in Bradford. This will be underpinned by restorative and relational approaches.
3. Support managers with identifying and acting upon areas of need based upon quality assurance findings.
4. To implement, operate and review systems that ensure quality and standards of professional practice and performance are achieved.
5. To strengthen service delivery by supporting and developing knowledge and skills in teams to ensure it is evidenced and reflected within practice, young people's records and plans.
6. Lead, plan and underpin the development and improvement of practice by role modelling good practice, providing opportunities for reflective case discussions and individual coaching/ training sessions. Acting as the 'expert', to provide and promote consultation, facilitate bespoke learning events and provide presentations to wider audiences as required across all service areas.
7. To include and understand the views of children, young people and their carers to understand and develop stronger feedback initiatives and processes.
8. To lead and implement quality assurance systems and monitoring tools across all practice areas to enable the Trust to understand and improve the quality of practice, and share findings with PSW and Senior Leadership Team.
9. Collate, analyse and present complex data from a variety of sources for a wide range of stakeholders (internal and external), confidently using the case management systems and excel to extrapolate data and information to understand the relevant data sets.
10. To design high quality audit and review tools that will provide an understanding of practice to assess how we are making a difference by working with our children and families.
11. To lead and facilitate moderations to ensure that there is consistent understanding of good practice across the services.
12. To lead and facilitate learning opportunities for Heads of Service, Service Managers, Team Managers and Practice Supervisors to develop a shared understand of good by reviewing and reflecting practice together.



13. To be responsible for the management of the monthly audits to all managers in Early Help, Fostering, Social Work and Youth Offending. This will include overseeing, monitoring and reporting compliance and returns to the Heads of Service. You will use PowerBi to generate the data for these reports.
14. To analyse audit data and prepare high standard written reports on the audit findings highlighting the strengths as well as the risk in performance and practice for the PSW to present at relevant boards with internal and external partners as well as Ofsted. Reports will also include recommendations on how to improve practice and service for children and families.
15. Work with the PSW to prepare for inspections across the services.
16. Ensure that the policies and procedures are relevant to the needs of children and families by working in partnership with the wider service and external partners.
17. To work closely with the Learning and Development Service to ensure that findings from quality assurance activity is influencing training and service need.
18. To be responsible for completing Section 11 audit on behalf of Children's Services.
19. Liaising and influencing the Bradford Children's Safeguarding Partnership and partner agencies to inform audit work and audit alignment.
20. There may be times when you will be required to cover team managers in other services.
21. Complete specific audits in relation to any case reviews as identified by PSW.
22. Be part of auditing arrangements across the services offering high expectation and support, modelling restorative practice.
23. Demonstrate a personal commitment to continuous self-development and service improvement.
24. Have a positive attitude to create a culture of learning.

About you

1. Experience of managing teams in Children's Social Care and has offered specialist consultation and advice on complex cases and circumstances across Children's Services.
2. Demonstrate knowledge and awareness of the priorities of children's services including an understanding of improvement planning and how a quality assurance framework support practice.
3. Uses a wide range of computer applications including advanced excel and is familiar with the LCS database or can demonstrate experience of a similar database and willingness to learn.
4. Understands the process of audit and what good looks like.
5. Can write reports including integrating data within these in an accessible format.
6. Knows and understands how to use, interpret, handle and communicate information, and can analyse information from a range of sources to resolve problems and ensure compliance with statutory and internal procedures.
7. Ability to appropriately interpret and apply legislation relating to children especially in respect of statutory services.
8. Able to provide day to day support to staff and provide guidance and support to assist them in meeting performance requirements.



9. Able to apply detailed knowledge and experience of Child Protection practice.
10. Ability to apply an understanding of child development in practical situations connected to children at risk of significant harm.
11. Able to monitor standards of practice and where necessary offer challenge around working practices that do not meet the required standard.
12. Operate effectively within multi-agency and inter-professional partnerships and settings, working within the organisations remit, including demonstrating a sophisticated knowledge of relevant legislation and the ability to influence organisational development.
13. Embeds a culture of continuous improvement and quality.

Qualifications and Experience

1. Five years post qualification experience of the statutory social work, including experience of working with professional staff to support them to deliver high quality work.
2. Experience of managing social work services including supervision and guidance to front line staff.
3. Recognised Social Work Qualification.
4. Registration with Social Work England.
5. Advanced IT skills – Microsoft Word, Outlook and Excel are required as well as excellent time management and multi-tasking skills.

Safeguarding

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment. Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested. We are an equal opportunities employer.

