

Job Family:	Delivery – Operational management	Grade:	10
Job Title:	Deputy Service lead - Safeguarding and Social Work Practice.	Directorate:	Peoples
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Brief Description of job role and department

The Deputy Service lead - Safeguarding and Social Work practice will work alongside the Head of Service for Safeguarding/Principal Social Worker to provide quality assurance of Social Care practice, support practice development in line with professional standards and findings of audits completed within Adults Quality Assurance Framework. The Deputy service lead will also work alongside the Head of Safeguarding/PSW to ensure the service is compliant with the operational framework for delivering safeguarding duties and adherence across the service to the London Multi-agency Safeguarding policies and procedures.

The deputy service lead reports to the Head of Safeguarding/Principle Social worker.

Representative accountabilities

- Apply professional judgement to interpret and apply policies and procedures to meet specific local or service needs.
- Provide day to day management and professional supervision to staff to ensure operational plans and activities are delivered effectively.
- Identify opportunities for the continual improvement of operations in the service area in order to deliver cost effective services that meet agreed quality standards.
- Lead small projects and implement changes and improvements within agreed cost, time and quality standards.
- Where relevant: manage service level budgets and resources in order to support the delivery of intended outcomes and demonstrate value for money.

Budgetary accountabilities

- Support the management of the Safeguarding budget.

Specific accountabilities

- Work alongside the PSW in ensuring the service is compliant with the operational framework for delivering safeguarding duties and adherence across the service to the London Multi-agency Safeguarding policies and procedures.
- Work alongside the PSW to embed and review the Adults workforce development strategy and plan in addition to the Learning and development plan.
- Work alongside the PSW and all involved with quality assurance, practice development and professional standards. To observe and audit practice in line with the Quality Assurance Framework and support the delivery of learning events resulting from audits from the QAF.
- Deputise for Head of Safeguarding/PSW where indicated.

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

- Work alongside the PSW in ensuring the service is compliant with the operational framework for delivering safeguarding duties and adherence across the service to the London Multi-agency Safeguarding policies and procedures.
- Devise, Implement and manage a multi-agency safeguarding forum and coordinate and manage the delivery of the Adult Social Care Forums.
- Work alongside the PSW to embed and review the Adults workforce development strategy and plan in addition to the Learning and development plan.
- Work alongside the PSW to embed a Strength Based approach.
- Represent the council at multi agency risk forums/meetings and actions that result from these meetings.
- Chair the Safeguarding Champions meeting and coordinate action learning sets.
- Analyse safeguarding data and report findings to the Joint Intelligence group (JIG).
- Give consultation to the service on complex safeguarding issues.
- Work alongside the PSW and all involved with quality assurance , practice development and professional standards. To observe and audit practice in line with the Quality Assurance Framework and support the delivery of learning events resulting from audits from the QAF.
- Work alongside the PSW and QA officer on the implementation and review of policy, procedures and practice guidance.
- Deputise for Head of Safeguarding/PSW where indicated.
- Undertake other commensurate duties as required.

Person specification (knowledge, skills, experience and behaviours required in the role)

Qualifications

- Professional qualification in either Social Work or Occupational Therapy and registered with SWE/HPCP.
- Substantial post qualifying operational experience in Adult Social Care and Safeguarding.
- Up to date and robust evidence of CPD.

Knowledge & experience

- Knowledge and understanding of key strategic issues facing Local Government and the impact on Adult Social Care.
- Significant knowledge and understanding of evidenced based best practice and approaches in adult social care and safeguarding and experience of applying these to practice.
- Significant knowledge and operational experience in adult Social Care/Safeguarding and experience of managing high risk situations.
- Robust knowledge of the legislation framework that underpins Social Care practice.
- Comprehensive understanding on how to manage individual and organisational risk and when to escalate.
- Significant knowledge and experience in how to develop, motivate and manage staff.
- Knowledge and appreciation of health and safety legislation and its application in adults social care.
- Experience in service enhancement and development.
- Experience of presenting to varied audiences.
- Experience in analysis and presenting data.
- Experience of working collaboratively with internal and external colleagues to deliver improved outcomes for Sutton residents.

Skills

- Ability to support staff across the service to improve practice.
- Ability to analyse and use performance and management information to plan and prioritise service improvements and monitor performance of service delivery.
- Ability to influence and negotiate with colleagues.
- Able to positively challenge as appropriate.
- Professionally represent the Local Authority at various partnership meetings/forums.
- Excellent communication skills; Verbal communication at individual and group level. Ability to deliver information to a wide and varied audience.
- Excellent report writing skills.
- Emotional intelligence and resilience . Ability to remain calm in demanding situations.
- Excellent time management , prioritising skills and ability to meet deadlines.
- Ability to offer advice , support and constructive challenge to colleagues across the directorate.
- Ability to critically analyse information and support in devising robust risk assessments and management plans.
- Creative and innovative.
- Excellent leadership qualities and a positive 'can do ' attitude.
- An understanding of local government.

Mandatory accountabilities/requirements for all LBS staff

- Ensure all health and safety standards are adhered to for the relevant work area;
- Risk Management;
- Finance (including code of conduct, fraud and compliance);
- Apply Equalities and Diversity policies in the workplace;.
- Council's leadership behaviours;
- Information security and data protection;
- Freedom of information;
- Corporate Complaints Procedure;
- Complete mandatory E learning as directed;
- The Council's core values, Environmental Management System (EMAS) and other Borough and group policies and procedures.
- Undertake duties consistent with responsibilities of the post as required by designated line manager/supervisor.