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| **Post title:** | Policy, Practice & Development Officer |
| **Grade:** | M |
| **Responsible to:** | Principal Social Worker – Children & Families |
| **Staff managed:** | None |
| **Directorate:** | Children and Young People's Service |
| **Service:** | Children & Families service |
| **Job family:** | **P&T - Professional & Technical**  |
| **Date of issue:** | February 2024 |

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| Job context |
| The Children & Families Service provides services which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing high quality services to support children, young people and their families.The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear and effective operational support to enable staff to perform at their best.The core focus of this job is to drive the quality of practice by identifying areas for development, areas of best practice and latest research on practice and to share these across the Children & Family Service. Utilising project management skills and knowledge the post holder will play a key role in the development and implementation of new policy, procedures, new and existing projects. The post holder will seek to enable agencies and partners to work effectively together to develop and deliver a creative, flexible, integrated services. This will include strong influencing and negotiating skills to ensure sign up and engagement in projects and programme.The post is also responsible for identifying legislation and guidance that impacts upon the way we deliver our services and recommending operational changes to ensure compliance. The role contributes to improving the quality of practice, inspection outcomes and ultimately the quality of services provided to children, young people and families.This role involves spoken communications, so a confident use of English language is required.Key objectives: -* Coordinate and report on Quality of Practice activities as defined in the framework
* Coordination and development, alongside relevant senior and operational managers, of policy, practice and procedures.
* Project development, support and coordination around new and existing strands of practice and service innovation. This includes working with partners and stakeholders to ensure effective participation and engagement in programmes.
* Horizon scanning around legislation, statutory guidance and research and recommendations for change based on the impact of changes.
* Update and quality assure Children & Families websites, intranet and other web-based communication systems, as appropriate.
* Deliver reports, presentations and workshops across the service and partnerships as required.
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| Job purpose | The Policy, Practice & Development Officer for Children & Families plays a key role in driving our Quality of Practice Framework and ensuring that our practice is compliance with legislation, statutory guidance and research and that we implement the most effective models of practice and service developments so as to ensure children and families receive an outstanding service which has positive impact. |
| Operational Management: | * Coordination, collation, analysis and reporting of monthly, quarterly and annual Quality of Practice activities
* Establish and coordinate a virtual Team of practitioners to run monthly learning workshops
* Develop and implement policies, procedures and guidance as agreed by the senior leadership team (SLT).
* Provide a focus and guidance for partnership activity in delivering programmes and projects.
* Provide the interface between the national Troubled Families Unit and the local programme delivery, development and evaluation.
* Ensure effective coordination of national returns for the Troubled Families performance, in order to maximise outcomes for families and PbR payments.
* Update and quality assure Children’s Social Care websites, intranet and other web-based communication systems, as appropriate.
* Update senior managers and the wider service as applicable on changes in legislation, guidance and research.
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| Resource management: | * Maximise opportunities, through effective delivery and monitoring, to claim reward payments.
* Development, implementation and monitoring of a Troubled Families rewards payment tracking system.
* Present finance with accurate and timely information regarding the claiming of rewards payments.
* Undertake appropriate Risk Management activities in accordance with the Corporate Risk Management Policy.
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| Partnerships: | * Coordinate partnership and stakeholder activity in the delivery of the service development and change.
* To develop and maintain positive working relationships with partners and stakeholders across the County, for the purposes of delivering quality of practice activity and change programmes.
* To collate, assimilate and provide information or data relating to corporate initiatives and projects in general.
* Strive for effective communication and teamwork with other practitioners and professionals.
* Develop and maintain internal and external working relationships with partner organisations.
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| Strategic management: | * Contribute to the development and delivery of the strategic plan for the Children & Families service
* Enable senior managers to ensure appropriate responses to changes in legislation and statutory guidance. Support with any strategic planning activity associated with this
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| Communications: | * Communicate with diverse stakeholder groups (internal and external) to influence and persuade in order to build continuous commitment to service development and performance.
* Provide the Children & Families Leadership and management teams and Operational groups with reports/briefings/presentations in relation to quality of Practice activities, policy, guidance and research.
* Provide updates/ reports and presentations to member’s forums as required.
* To effectively communicate policies, plans and service updates to appropriate stakeholders.
* Undertake negotiations with partners and stakeholders in order to ensure delivery of required outcomes and benefits.
* Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
* Preparation and delivery of specialist reports and presentations which analyse, evaluate service delivery and performance, as well as making recommendations for change.
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| Systems and information: | * Evidence and record decisions and the decision-making process on electronic case management systems in order to demonstrate management oversight.
* Use Microsoft Office (Word, Excel, PowerPoint) to prepare detailed reports and quality presentations.
* Use project methodology and software in the management of programmes and projects, to create project plans, highlight reports, review risks, escalate issues and evaluate project success.
* Interrogate and monitor the performance of programmes against local and national goals and targets.
* Analyse service user feedback to identify opportunities for service quality and performance improvements.
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| Safeguarding: | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
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| Person specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Comprehensive knowledge and understanding of safeguarding issues and processes for children
* Knowledge and experience of current research in relation to children & families at a local and national level
* Knowledge of Children’s Social Care statutory frameworks
* Knowledge and experience of standards of good practice in relation to children & families at a local and national level
* Knowledge of the legal framework for working with children & families
* Service planning and implementation methods
* Project management methodologies
* Knowledge of effective partnership working
* Detailed knowledge of a range of performance management techniques and audit methodology
* Experience of coordinating projects or programmes
* Experience of working with a range of agencies and stakeholders.
* Experience of participation in organisational planning, review, target setting and decision-making processes
* Managing and designing models for consultation and engagement
* Experience of analysing complex information and data to achieve results and improve performance
* Experience of performance management and delivering performance improvements
* Involving service users in service design and delivery
* Demonstrated experience of working in a Social Work environment to understand key processes and standards
* Experience of quality assurance methods
* Experience of successfully contributing to planning for the OFSTED inspection framework and any other external oversight /audit processes
* Maintaining and developing policy and guidance within a complex service
* Experience of presenting to internal and partner agency senior managers
* Experience of planning, organising and running workshops with diverse audiences
 | * Relevant guidance around the Troubled Families programme
* Knowledge of the national agenda for children, young people and families
* Knowledge of PbR frameworks
* Knowledge of electronic case management systems
* Experience of intra and inter-agency work
* Experience of maintaining quality assurance systems across complex services
* Experience of utilising Children’s Social Care electronic case management system (LCS)
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| Occupational Skills* Effective Project Management Skills
* Ability to assimilate new initiatives, technology and software and interpret information.
* Effective influencing and negotiating skills
* Good interpersonal skills
* Good ICT skills, to be able to use applications and systems to support effective communication

 Manage own workload and responsibilities and work under pressure* Foster powerful and productive working relationships both within the Council and with external partners
* Communicate effectively orally and in writing to a range of audiences
* Identify and use sources information to meet business requirements
* Ability to engage and co-ordinate groups of people to undertake complex tasks for peer review
* Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and report on good / poor standards constructively where necessary
* Excellent organisation skills and the ability to organise and prioritise own workload
 | * Good political skills and ability to operate effectively and promote services for children and young people in a political environment
* Formal project management training
* Formal training/ learning in quality assurance models and processes
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| Behaviours * [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0)
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| Professional Qualifications* Degree level qualification or equivalent
 | * Fully qualified, accredited social work professional status (CQSW, DipSW, CSS) and registration with Health and Care Professionals Council
* A project management qualification
* Formal quality assurance / auditing qualification.
* A management qualification
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| Other Requirements* Ability to travel across the County
* Availability to work as necessary outside office hours
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.