



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title:** Quality Assurance Manager – IRO/CP Chairs

**Grade:** MGB

**Division:** Children’s Social Care

**Section:** Children’s Safeguarding, Standards and Training Service

**Location:** Civic Centre, Morden

**Responsible to:** Children’s Safeguarding Reviewing Service Team Manager

**Responsible for:** 6 x Independent Reviewing Officers/  
Child Protection Chairs

**Post Number:**

**Date:** October 2014

**Main Purpose**

To ensure that statutory and regulatory requirements are met in relation to the work of the Conference and Reviewing Service and ensure that efficient and effective services are managed and delivered for the safeguarding and protection of children and young people involved with Children’s Social Care within Merton’s Children’s School and Families Directorate.

- To ensure the performance of the local authority in their functions relating to looked after children and those children and their families which are subject to CP planning is monitored and held to account where necessary.

- To ensure that robust and effective systems are in place for the notification of children when they become/or cease being looked after or subject to CP planning
- To support the Service Manager and to make sure the role of managing the core service functions are met in the absence of a senior manager.
- To assume responsibility for all Local Authority Designated Officer (LADO) functions
- To ensure that the Children's Safeguarding Service is meeting its identified performance and service targets and contributing to achieving positive outcomes for children on CP plans and who are LAC.
- To ensure all aspects of IRO statutory guidance is well understood across the departmentally and amongst partner agencies, ensuring that services are in line with both governmental procedure and guidance

That these services promote the life chances of children and families in need of safeguarding.

### **Main Accountabilities and Duties**

- To assume the management of the functions, roles and responsibilities within the Conferencing and Reviewing Service including Legal Planning arrangements, LADO matters and Child Sexual Exploitation.
- To manage the swift allocation to IRO's of children who have become looked after or children who are in need of child protection planning in line with statutory timescales, ensuring a professional and responsive service is provided.
- To lead the development and support to the Independent Reviewing Officer's in the implementation of the signs of safety model for child protection planning.
- To direct and support the Independent Reviewing Officer's to widen the understanding of the statutory basis and responsibility of the role within the wider children's social care front-line teams to drive up and support front-line practice.
- To lead on the multi-agency co-ordination and response to all LADO enquiries, chairing meetings when required to do so and ensuring referrals to other key professional bodies to promote and safeguard children.

- To take the lead management responsibility to ensure appropriate chairing of Child Sexual Exploitation meetings when required and other forms of strategy meetings to make sure high risk children and young people are safely monitored and reviewed.
- To contribute to and ensure IRO input to the LSCB and CSC Learning and Development calendars highlighting new practice and projects as well as up to date information on child protection research.
- Assume primary responsibility for the development and up date of policy, procedures and practice in line with the national guidance for Children's Social Care, e.g. Supervision Policy, Policies for Adoption & Fostering services, reflecting understanding of modern social work theory, processes, practices and management systems.
- To represent the Children's Division in Council wide service development forums, and to undertake service development work to improve services for children in need and looked after children covering for and reporting to Senior Managers.
- To develop and maintain a network of effective and collaborative working relations with the Business Support Manager, Service Managers and other relevant staff both within the Department, wider Council and partner agencies. To act as the deputy for the Service Manager as required ensuring overall management is consistently maintained.
- To ensure that appropriate assessment processes, legal planning and review processes are in place to ensure the best interests of children are in place to inform family court proceedings by providing considered, informed and impartial reports for their deliberation.
- To provide effective managerial and accountable oversight of the work of the IRO service through regular supervision, appraisal and team meetings including working with the Business Support Manager to ensure that the wider function of the business support of the service is delivered appropriately.
- To appropriately use information technology in the normal performance of the duties of the post and in line with the Council's policies and procedures

- To ensure that young people are enabled and empowered to express their views in appropriate settings, developing a range of methods to engage with young people, including disabled young people. Also to collect, collate and present young people's views as positive drivers for change where necessary.
- To develop and adherence to an annual team plan and ensure that these targets and actions are regularly reviewed with the teams core functions.
- To be aware of, understand and promote the Council's Equal Opportunities and Diversity Policy in the duties of the post.
- To ensure that the Corporate and Departmental Health & Safety Policies are implemented at all times and to raise any concerns regarding their operation with the line manager.
- To ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved
- To keep an accurate and secure database for reporting, ensuring that, in accordance with the Council's Data Quality strategy, the system is fit for purpose, a full audit trail is kept, and that the Council's reporting requirements are met
- To understand and promote valuing diversity in the provision of service delivery and staff management
- To undertake other such duties as may be required by, or on behalf of the Director, provided they fall within the scope of the duties of the post as set out above, and are commensurate with the grade of the post



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT**  
**PERSON SPECIFICATION**

**Post Title:** Quality Assurance Manager – IRO/CP Chairs  
**Division:** Children’s Social Care  
**Section:** Children’s Safeguarding Reviewing Service Team Manager  
**Location:** Civic Centre, Morden

**Grade: MGB** **Date: October 2014**

The Person Specification is based on the duties of the post as detailed in the Job Description. Candidates selected for interview will need to demonstrate that they meet all the essential criteria identified for shortlisting applicants for interview.

**Essential Requirements**

The headings below reflect the minimum requirements considered necessary to carry out the duties of the post fully.

**Experience/Education**

- A professional social work qualification together with post qualification experience of working within Children’s Services.
- Experience of direct work with children and young people and their families, within a social care context for both Looked After Children and those subject to safeguarding and child protection processes.

- Experience of a supervising role through managing independent reviewing officers and or child protection case conference chairs.
- To have undertaken recent training in relation to safeguarding children and children who are looked after. In particular, be to able to evidence a good understanding of recent application of legislation to legal planning for children, care proceedings, adoption and fostering and child protection.
- Experience of working in an urban and racially diverse setting, to include direct work with children and families from black and minority ethnic groups

### **Knowledge/Skills/Abilities**

- Through leadership and strategic vision you need to provide a clear sense of leadership and direction and able to understand what constitutes continuous improvement and what motivates others towards the attainment of organisational goals.
- Through your skills of analytical thinking and decision making you need the able to diagnose themes or patterns of information through consultation in order to interpret information accurately. Effectively evaluates risk and the consequences of certain decisions.
- Demonstrate your knowledge of managing resources and implementation by being able to influence internal/external stakeholders. Seeks to influence events rather than accepting them. Maximise the resources available to meet goals, milestones or targets through the setting of performance criteria. Able to demonstrate financial and budget management skills.
- A knowledge and understanding of the range of service development and policy issues, within Children's Social care, which arise from current and future developments in social care for children in need and looked after children.
- Working with people to establish rapport with partner agencies and key stakeholders. Able to accurately assess capability to meet existing and future needs. Creates, maintains and actively develops appropriate relationships based upon mutual respect and trust across diversity. Recognises the need for constructive feedback, interprets the motives, concerns and behaviour of individuals/groups. Demonstrates support, resolves conflicts and responds positively to challenge.
- Enabling change and demonstrating your skills of managing change and promote/achieve a continuous improvement cycle. Takes responsibility for own learning and seeks new sources of knowledge and development. Demonstrates creativity in solving problems,

identifying new opportunities and producing innovative proposals, ideas and structures, within appropriate limits.

- Customer Focus is vital therefore your ability to constantly strives to achieve customer satisfaction. Enables systems to monitor and learn from client feedback which enables improvements and developments in service which meet need within resources available. Demonstrates knowledge and understanding of the impact of delivering services within a multi-cultural and multi-ethnic environment. Demands a strong customer focus from all staff.
- The skills to communicate both orally and in writing to a high standard with the ability to convey complex information in a readily accessible form, including presentations to large internal/external groups, for example, member briefings, committee reporting and court reports. This includes your ability to use and generate learning information..

### **Equal Opportunities**

- Knowledge and understanding of equal opportunities policy and anti discriminatory practice.
- Commitment to providing and developing services of quality and equality.
- Adherence to the Council's policies and procedures in relation to Equalities Framework for Local Government and the Corporate Equalities Scheme