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|  | | | | | JOB DESCRIPTION | | | Form JD1 |
| **JOB TITLE:** Project and Audit Coordinator | | | | | | **POST NUMBER:** | | |
| **REPORTS TO:** | | | | | | Head of Innovation and Children’s Champion | | |
| **DEPARTMENT:** Children’s Social Care | | | | | | GRADE: 9 | | |
| **JE REF:** | | | | 145 | | PANEL DATE: | 26/10/2021 | |
| **1.** | | **MAIN PURPOSE OF JOB**  The post will be responsible for multiple transformation projects across children’s services. The post crosses all functions of children’s services and directly supports service development and coordinates development across multiple teams and agencies. The post oversees projects that will improve the efficiency and effectiveness of the service in line with corporate and service priorities.  The post supports the delivery of the Quality Assurance and Learning framework but is aligned with the service area (children’s social care). This provides a service side link to the external scrutiny and challenge provided by the Quality Assurance service within Prevention and Commissioning. As well as undertaking audit activity the post draws out key themes and areas in need of development and tracks progress. | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | | |
|  | **1.** | | To support the delivery of a programme of work to redesign interconnecting services and partnership working. To organise and co-ordinate a change management programme, manage interdependencies and, provide a framework for achieving agreed objectives, ensuring the overall programme and each project (work streams) are initiated, scoped and properly controlled, in accordance with formal programme and project management methodologies. | | | | | |
|  | **2.** | | To review, develop, prepare and implement a co-productive approach to projects and programmes ensuring good quality engagement liaison consultation and communication with stakeholders, partners and communities. | | | | | |
|  | **3.** | | To undertake audits across children’s social care and early help in line with the Quality Assurance and Learning Framework. | | | | | |
|  | **4.** | | To work closely with the Head of Quality Assurance and act as a service side link into wider service understanding and development. | | | | | |
|  | **5.** | | To work with Head of Innovation and Children’s Champion to identify themes emerging from performance data, quality assurance and voice work to prepare and present reports and support service development activity. | | | | | |
|  | **6.** | | Lead on the establishment, maintenance and improvement of business systems across the service (e.g. referral, targeting, tracking recording, training records etc). | | | | | |
|  | **7.** | | Evaluate the delivery of services against required quality and performance standards; design and lead quality audits. | | | | | |
|  | **8.** | | To support the development and implementation of plans for improvement work; coordinating service-wide development and contribute to wider strategic planning. | | | | | |
|  | **9.** | | With the Head of Innovation and Children’s Champions evaluate and report on effectiveness across the service. | | | | | |
|  | **10** | | Research and make funding applications in collaboration with managers and partners, respond to opportunities that align with service strategy and core business. | | | | | |
|  | **11** | | Evaluate compliance with legal, regulatory, ethical and social requirements, including safeguarding of vulnerable people. | | | | | |
|  | **12** | | Promote equality of opportunity, diversity and inclusion across the service. | | | | | |
|  | **13** | | Support the coordination and management of resources to effectively deploy staff, resources and skills across the city. | | | | | |
|  | **14** | | Prepare and present formal written business reports. | | | | | |
|  | **15** | | To support the Head of Innovation and Children’s Champion to promote the voice and experiences of children and families and demonstrating how this shapes service delivery. | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Direct: None  Indirect: None | | | | | | | |
| **4.** | **CREATIVITY & INNOVATION**  This post will offer overarching support to understand the impact of early help and children’s social care. This is set against a period of significant change for the local authority and partners. As such this post plays an important role in championing children and a user-centred service at a time of transformation.  The post holder will be responsible for leading the development of new ways of improving outcomes, increasingly through partnership with other providers within and beyond the local authority which requires levels of diplomacy, tact and an ability to see beyond the potential constraints of a singular service viewpoint.  The post holder will be responsible for coordinating multiple projects that are complex in size and where there may be no clear solution.  Problems are unique, complex and unremitting, dealing with vulnerable people, and it is not appropriate to apply generic responses. The jobholder must find innovative solutions which meet the needs of service users using their professional social work skill, judgement and knowledge of children’s and human rights legislation.  The post holder will contribute to the development of multi agency strategies that will maximise inter-agency co-operation and partnership working to promote the best outcomes for families in need of early help or children’s social care. | | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  The post holder will provide day to day oversight of project delivery. This will include coordination across the service and providers to ensure project work is clearly understood and that disputes are constructively resolved. The post holder will be responsible for complex projects with multiple issues requiring sensitive and careful management as well as a high level of creativity and innovation to produce solutions that are imaginative, financially viable and robust. They will use their detailed knowledge of children’s services to develop creative and innovative solutions / development options and their judgement and professional knowledge to explore options subject to guidelines, statutory requirements and council policy / priorities.  The post spans across children’s services and needs to use a range of supportive, challenging and direct ways of working with peers as well as senior colleagues. The post holder must be able to make complex and technical issues clear to users within the service area. Conversely they must also clearly articulate the requirements of the business.  The post holder will work daily alongside management team colleagues to ensure that operational decisions made and service development have good outcomes and quality approaches constantly in mind. This will include needing to challenge established practice.  The post holder will regularly liaise with colleagues in other Local Authority services. This may involve exchanging information, sharing best practice and evaluating impact to continually develop a wider understanding of what works.  The post holder will have close liaison with a range of services, and voluntary and community sector managers who work in partnership with the early help and children’s social care.  Regular contact with the key project boards, DMT, CMT and Chief Officers, advising on all aspects of projects’ management and delivery.  The post holder is likely to be one of the main points of contact for dealing with national/regional contacts, professional bodies and regulatory bodies (e.g.: Ofsted, HMIP, CQC Inspectorates) in order to ensure an effective approach to demonstrating the efficiency of the service.  The post holder will need to work closely with the Head of Quality Assurance and the Principle Social Worker. | | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**  **Discretion**  Decisions taken by the post holder will be in relation to the strategy set by the Head of Service and will link to demonstrating outcomes.  The post holder will contribute to the ongoing development of the Quality Assurance and Learning Framework and use this to analyse service performance.  The post holder will be required to make decisions on agreements with other agencies (e.g. information-sharing, Service Level Agreements, joint policy agreements) taking necessary regard of the data protection legislation and the needs of safeguarding the interests of vulnerable children/young people.  The post supports the production, evaluation and communication of annual service delivery plans which promote the service achievements and areas of risk or improvement. This will include public promotion of the service’s effectiveness.  To contribute to service planning and development through the preparation of reports to Members and attendance at appropriate committees.  **Consequences**  Should the post holder fail to determine local service frameworks in line with statutory guidelines or financial obligation then there could be an impact on the stability of elements of the service budget.  Decisions will also impact on the council’s reputation and perceived competence with local communities, the wider public and stakeholders. This could result in a poor inspection outcome which could have significant and lasting impact for the local authority and families.  An ill informed decision by the post holder, or because the post holder has provided poor information for decision making purposes to the Project Board or the Executive, will mean that the outcomes of major projects are not met and potentially lead to their failure. This could result in significant reputational, financial and legal implications for the council. These are major city wide projects which address the key areas for development within children’s services.  If quality assurance does not identify weaknesses in practice this heightens the risk of exposure to poor outcomes. For example unsafe practice, inappropriate management of data etc. The consequences of these poor outcomes would be reflected on the outcomes achieved for families and the wider service. | | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  None | | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  **Work demands**  There will be occasional requirements to be available to work evenings, bank holidays and weekends when required as part of wider duty arrangements or where this relates to supporting colleagues, meeting with the community or partners.  The post holder will need to manage a number of conflicting interests and frequently need to use multi-tasking prioritisation skills which require a need to work autonomously. The post holder will define small, medium and large project plans for service development work streams and create risk registers which allow a clear definition of what will be required to demonstrate outcomes and give a clear framework of escalation should service delivery not be met.  Promoting transformation also involves aspects of cultural and change management at strategic and operational levels which the post holder will support. This is likely to involve challenging established perceptions and practices with a range of audiences from across the workforce, some elements of which will require support to change.  **Physical demands**  There are no prescribed levels of physical fitness required for the post.  **Work conditions**  This post is based in an office environment blended with home working in line with corporate policies.  **Work context**  The post holder is unlikely to meet with issues that pose significant risk. However, there could be levels of stress related to meeting pressured deadlines, observing stress and difficulty within colleagues or team members due to work with clients who may present as distressed or hostile. The post will require a level of personal resilience to manage conflicting workload demands and pressures. The post holder will be supported by their peers and manager through regular supervision processes to mitigate any risks. | | | | | | | |
| **9.** | **KNOWLEDGE & SKILLS**   1. Qualified to a minimum of level 4 (QCF Framework) i.e. social work, teaching, health care, youth and community work, or a related social care field. The post holder must be willing to undertake further training such as step up to social work, Family Group Conference co-ordinator or other qualification. 2. Detailed understanding of principle ways of improving performance and quality; excellent analytical skills enabling the post holder to understand and report on comprehensive performance data and to apply data to performance improvement activity, and to demonstrate and communicate outcome impact. 3. Excellent understanding of project management frameworks or techniques. 4. Good understanding of organisational policy objectives, strategies, legislation and service delivery requirements across the 0-19 agenda (e.g. safeguarding, quality standards, Troubled Families initiative, Early Years, Youth Justice) 5. Excellent working knowledge and understanding of the social policy agenda and current national and local issues in relation to early help. Knowledge of the underlying philosophy and main provisions of the Children Act 1989 and the associated volumes of operational guidance. 6. Demonstrable excellent interpersonal and presentation skills with an ability to influence others in a political environment. 7. Good IT skills particularly in all aspects of Microsoft packages, database and case management systems. 8. Prepare formal and written information to a high standard and present in a variety of contexts. 9. Experience and evidence of effective funding and grant application and income generation. 10. Excellent written and verbal communication skills are required in order to assimilate and understand the significance of a variety of information and to reach quick and balanced/reasoned decisions. 11. Good knowledge and demonstrable understanding of equalities practice within a context of managing front line officers. 12. Good knowledge and demonstrable understanding of data sharing practices within a context of managing front line officers. 13. An ability to work at a senior level with community representatives and other agencies in the interests of families. 14. A clear commitment to the development and delivery of customer and child centred services.   **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.  This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. | | | | | | | |
| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE** | | | | | | | |