

Role Profile

Job Title:	Practice & Learning Manager
Location:	Colindale
Department:	Workforce Development
Directorate:	Family Services
Grade:	M
Salary Range:	£71,713 - £79,409
Reports to:	Head of Safeguarding, Quality Assurance and Workforce Development

1. Job Purpose:

To support the implementation of the workforce development strategy for Barnet Family Services through effective practice development activities, evaluative scrutiny of practice and use of research.

Under the leadership of the Head of Safeguarding, Quality Assurance and Workforce Development and in collaboration with Heads of Service, managers and key stakeholders, the post holder will deliver and co- ordinate workforce development, audit and practice improvement activities to meet organisational and national standards.

The post holder will have a strong background in social care practice and management and will demonstrate a strong understanding of 'what good looks like' in Children's Services.

2. Key accountabilities:

- To be accountable for implementing the Workforce Development Strategy through Quality Assurance activities and practical support to improve and develop practice
- Promote Resilience Based Practice ensuring resilience based approaches are understood, embedded and evidenced in practice
- Support and influence the planning, design, commissioning, delivery and evaluation of learning and development activities and initiatives for the service across a range of disciplines and sectors including strategic cross- borough work and sub-regional workforce development projects.

- To produce regular and high quality, analytical and concise written and verbal reports and briefings for the senior leadership team on practice quality and Workforce Development activities
- To raise standards and improve practice and services delivered to children, young people and their families through delivery of a workforce development programme that is informed by scrutiny of practice, research, quality outcomes, statutory requirements, government guidelines and Barnet Family Services objectives
- To support audit activity for external inspections and implementing, tracking and monitoring practice improvements as set out in post- inspection action plans.
- To provide practice leadership to drive organisational change and improve professional and operational practices through delivery of training, observation of practice, modelling, live supervision, group supervision, quality assurance activities and hands on practical support to the children's workforce in managing high risk and complex case work.
- Work alongside the children's workforce to embed the use of research to inform assessments and evidence base to inform intervention and planning activities
- Support the implementation and embedding of practice initiatives, systems and tools.
- Provide high level consultation and advice to the children's workforce on best practice, at all times supporting staff development and practice-based learning
- Monitor support and challenge compliance with statutory responsibilities and procedures
- To support the recruitment and retention of staff, embedding a 'grow your own' workforce strategy which creates opportunities for career progression, continual professional development of the workforce to drive reform and improvement of services so they effectively identify and respond to children, young people and their families need.
- Support practice innovations, responding to changing population needs, risks and opportunities using evidence based approaches, evaluative frameworks and research evaluations
- Embed a culture of organisational learning undertaking appreciative enquiry, audit and disseminating learning from serious case reviews and practice reflection
- To provide respectful challenge to support improvements and drive appropriate case management actions to remedy practice shortfalls
- Support the implantation of an effective audit programme to identify areas for learning and practice improvement or development and continually monitor the effectiveness and impact of training and learning activities on practice quality
- Create and drive opportunities for service user, carer and community involvement and engagement in workforce development approaches across the partnership
- Support publicity and communications in promoting workforce development activities
- Support the development of effective and sustainable partnership working arrangements through building strategic and operational working relationships
- Represent Barnet Council at a senior level in cross-borough initiatives, national and local training events and learning partnerships

- Review, amend and regularly update London Borough of Barnet policies, procedures and guidance in accordance with changing legislative process and guidance
- Be an effective representative of Barnet Family Services, acting at all times in a professional manner by attending meetings and forums in accordance with the scope of the role and actively contributing towards local and national service developments and initiatives in the sector.
- Disseminate learning arising from practice, legislative and policy change across the Service and more widely across the organisation as required.
- Contribute to personal supervision and your own continuous professional development
- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager

Health and Safety Factors

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

General

- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

3. Promotion of Corporate Values

To ensure that sharp customer care focus is maintained to the agreed standards according to the council's values, policies, and guidance. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

To ensure that a high level of confidentiality is maintained in all aspects of work, whilst facilitating the storing and sharing of information in line with the Data Protection Act 1998 and the Crime and Disorder Act 1998.

To ensure that the Council is appropriately represented to a high professional standard and its values upheld in public arenas.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

The post holder may be required to work outside normal office hours including evenings, weekends, and Bank Holidays.

5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Must hold registration with Social Work England (SWE)	Essential	Application
Evidence of a UK recognised Social Work qualification and post-qualifying experience in a children's statutory setting.	Essential	Application
Must have a satisfactory enhanced DBS outcome	Essential	Application
Experience & Knowledge		
Excellent knowledge of relevant legislative frameworks, government guidance, policies and procedures relating to Children and Families	Essential	Application/Interview
Demonstrable experience of practice leadership at a management level.	Essential	Interview
Demonstrable experience of driving workforce development activities leading to improvements in the quality of practice.	Essential	Interview
Evidence of continuous professional development.	Essential	Application/Interview
Must be IT competent, including Microsoft Office Word and Excel, information management and recording systems.	Essential	Application
Skill & Ability		
Detailed knowledge of government guidelines and standards that support the delivery of safe, high quality service.	Essential	Application/Interview
Knowledge of professional codes of practice that underpin the Children's Workforce in statutory and early help settings.	Essential	Application/Interview

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A track record of effectively delivering safe services within a multi-agency framework, which has delivered excellent outcomes	Essential	Application/Interview
Proven track record of working collaboratively with managers in children's services and in partnership with other agencies.	Essential	Interview
A well-developed knowledge base about the components of, and evidence for excellent social work practice.	Essential	Interview
Ability to prioritize, monitor and be accountable for delivery of high quality workforce, quality assurance and practice development activities.	Essential	Interview
A high level of consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner.	Essential	Interview
A good understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.	Essential	Interview
A strong capacity to motivate, inspire and encourage people to reach their full potential.	Essential	Interview
A good capacity to deliver high quality work to deadlines in a high demand environment.	Essential	Interview
Ability to summarise, analyse and evaluate complex information including data, spreadsheets and trends analysis.	Essential	Interview
Ability to work as part of a team and contribute to strategic and operational service developments.	Essential	Interview
Ability to work across professional boundaries demonstrating a clear understanding of the roles and responsibilities of other agencies to promote an integrated approach and multi-disciplinary working to achieve results.	Essential	Application/Interview
A strong professional interest in research findings and their contribution to the development of best practice.	Essential	Application/Interview
A good working knowledge and understanding of child protection and children in care policy and processes.	Essential	Application/Interview
A strong capacity to share information verbally and by writing concise reports about children in order to safeguard them and promote their welfare.	Essential	Interview
To be able to thrive in a complex environment and demonstrate resilience.	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview

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Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Desirable	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role	Desirable	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Desirable	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Desirable	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Desirable	Interview