

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>11SW</b>	<b>Role Title</b>	<b>Child Protection Chair (CPC)/Independent Reviewing Officer (IRO)</b>
<b>Grade</b>	PS11SC	<b>Reports to (role title)</b>	<b>CPC/IRO Coordinator</b>
		<b>Directorate</b>	<b>Children, Families, Learning and Communities</b>
<b>JE Band</b>	439-518	<b>Service</b>	<b>Quality &amp; Performance</b>
		<b>Team</b>	<b>Quality Practice</b>
		<b>Date Role Profile was created</b>	<b>11/02/2019</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended

<b>Role Purpose</b> including key outputs	<p>To ensure that within their designated caseload there is a comprehensive care plan for each looked after child (LAC) or child subject to child protection concerns that will meet the needs of the child, keep her/him safe, and is effectively implemented within agreed timescales in line with relevant statutory requirements and departmental policies.</p> <p>Chair a range of key multi-agency planning and review meetings for LAC; children requiring protection and children in need, ensuring that meetings are recorded efficiently and that plans for individual children are appropriate and are progressed efficiently.</p> <p>Ensure that all meetings involving children, young people and their families are 'user focused' and enable their fullest participation possible, and operate in line with new practice models, including Family Safeguarding, being introduced in Surrey.</p> <p>Liaise effectively with operational managers and resolve disagreements or conflicts between themselves and case practitioners effectively and efficiently, alerting and escalating to senior managers issues which cannot be resolved.</p> <p>Provide advice and guidance to operational staff on specific case matters, carry out a quality assurance function in relation to departmental and inter-agency casework practice, identifying and following up concerns about practice standards, contributing to case auditing and service reviews as required.</p> <p>Record data as required to support the performance management of the service and provide regular reports to a range of management, senior management and governance bodies.</p>
<b>Work Context</b>	<p>The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>CPC/IROs play a key role in improving outcomes for Surrey's most vulnerable children. Independent from social workers and their supervisors and having no line management responsibility for casework, they contribute to ensuring sound and effective practice across a wide range of professionals and promote an organisational culture in which children's needs are recognised as paramount and that their views and wishes are given full consideration. They are deployed flexibly across children's services to ensure high quality planning for some of Surrey's most vulnerable children. A significant amount of travelling/driving is required mainly in and around the county of Surrey but throughout the country and occasionally other parts of the British Isles. Meetings are held in a range of venues from Area Offices, Health Centres, Schools, foster homes to secure accommodation. They work closely with senior and operational staff in the council and across key partners in the delivery of safe and effective support for children who have become looked after or children who are in need of child protection planning.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Casework Management</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and professional support to colleagues and other professionals in situations of high complexity.</li> <li>• Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence.</li> <li>• Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice.</li> </ul> <p><b>Assessment and Review</b></p> <ul style="list-style-type: none"> <li>• Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs.</li> <li>• Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills.</li> <li>• Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations.</li> </ul> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Provide professional leadership on safeguarding issues in collaboration with other senior members of the team.</li> <li>• Provide support to resolve concerns about practice.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage a defined team or area providing clear organisation, direction and development.</li> <li>• Provide professional support, advice and/or supervision.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> <li>• Manage complaints where required, and verify assessments and authorise when appropriate.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration.</li> <li>• Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ensure that all staff in the team are adhering to the requirements of data quality legislation.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget.</li> </ul> <p><b>Duties For All</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and registration where required.</li> <li>• Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services.</li> <li>• Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration.</li> <li>• Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</li> <li>• Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</li> <li>• Ability to influence organisational development pro-actively using feedback from your area of responsibility</li> <li>• Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge.</li> <li>• Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.</li> <li>• Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same.</li> <li>• Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.</li> <li>• Competent in the use of basic IT skills.</li> <li>• Demonstrable experience in successful recruiting, performance managing, coaching and developing staff.</li> <li>• Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Professional social work qualification and registered with the HCPC.</p> <p>Extensive working knowledge of child protection and child care practice, relevant legislation, regulations and guidance including Working Together to Safeguard Children and The IRO Handbook.</p> <p>Knowledge of equal opportunities and human rights legislative framework.</p> <p>Comprehensive knowledge of roles and responsibilities of all other agencies involved with children.</p> <p>Ability to manage complex situations including conflict, anger and aggression, maintaining professional boundaries and focus on child's needs.</p> <p>Effective chairing skills for meetings of small and large groups of people involving users and other professionals.</p> <p>Ability to analyse and evaluate a wide range of information from different professional perspectives and assess risk.</p> <p>Ability to deal with situations with sensitivity, tact and diplomacy, ensuring that children/parents/carers views are respected and, fairly and effectively represented.</p> <p>Organised, efficient in time management and able to prioritise competing, complex demands.</p> <p>Enhanced DBS clearance.</p> <p>Willingness and ability to travel around county and work outside normal office hours.</p>
<b>Role Summary</b>	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families.</p> <p>They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team.</p> <p>They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal.</p> <p>These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>