

Royal Borough of Greenwich Children's Services Job Description

Post Designation	Assistant Director, Quality Improvement
Division	Quality Improvement, Resilience and Learning
Grade	Chief Officer C
Directorate	Children's Services
Reports to	Director of Children's Services

Purpose of the Job

As a member of the Leadership Team of Children's Services, contribute to the leadership and strategic direction of the service, including decision making, formulation of priorities and policies and the development of effective collaborative working across the service and with partners within and outside the Council, which make a positive impact on the lives of children.

Lead services within the remit of the Quality Improvement, Resilience and Learning Division of Children's Services, managing resources available to ensure that all services are of high quality and effective in improving outcomes for children and their families.

Develop and ensure robust internal capacity and capability for quality improvement processes, including involving and engaging staff, service users experience and coproduction, the use of systems and processes and by strengthening collaboration across partners to build brilliant outcomes for children together.

Lead the division to drive, develop and embed across the directorate and with partners the quality improvement culture and processes relating to regulatory functions across all statutory and inspection requirements, including the Safeguarding Childrens Partnership, a robust impact and performance framework, professional and workforce learning and organisational resilience.

Ensure the service is effective and efficient with a strong evidence base that is able to be flexible, sustain change as required, understand and build on the experience of children, young people, families, stakeholders and staff to ensure collectively we continuously sustain "Building Better Outcomes Together ".

This division will work horizontally across Children's Services and partner organisations to develop internal capacity and capability by ensuring we have the right organisational learning,

systems and processes in place that allows us to manage the resources we have so that all services are of high quality and effective in improving outcomes for children and their families. This will be achieved by creating a central resource to drive quality improvement, learning, innovation and collaboration.

Key outcomes of the role

- An organisation that embeds quality improvement throughout the directorate, captures, measures and uses data, research, evaluation, intelligence and feedback from children, young people and families to continuously improve outcomes
- Embedding organisational learning and a learning culture throughout the directorate
- Strong individual and strategic partnerships that deliver innovative ways of working
- Effective, efficient and equitable use of our collective resources and workforce
- Business support and resilience that supports brilliant outcomes for children young people and families.
- Flexible, diverse, competent, compassionate, motivated, creative and skilled workforce
- Children and families as integral partners
- Demonstrable improvement in outcomes for children and their families
- Meeting regulatory standards and targets and high expectations locally

Main Duties

1. Develop and implement the strategic direction of services within the remit of the Quality Improvement, Resilience and Learning:

Key Functions and Duties

- Embedding Quality Improvement, Research and Practice
 - Professional and Workforce Learning and Development
 - Partnership Governance including the Children's Safeguarding Partnership
 - Measuring and gathering data to inform and improve Quality, Impact, Performance and Inspection readiness.
 - Information Governance, Complaints, FOIs, access to information and Emergency Planning
 - Strategic development, Project Management, Resilience and Business Support
2. Drive forward and embed "Building Brilliant Outcomes Together" approach and ways of working across Children's Services and partner organisations.
 3. Build on existing formal participation fora to coordinate participation across Children's Services ensuring that children and families who use our services are fully involved as partners in quality improvement, service review, design and commissioning. This will be

achieved by ensuring structures and standards support their involvement and that consultation is an integral part of planning and evaluation.

4. Embed quality improvement, audit and monitoring across Children's Services, ensuring the right culture, structures, processes, training, and education are in place to develop a learning organisation to achieve improvements in outcomes for children and their families.
5. Support Children's Services divisions to ensure teams are prepared and confident for statutory inspections.
6. Ensure the coordinated and rigorous use of data and insights from service user feedback and practice to inform decision-making and continuously improve quality
7. Encourage and coordinate practice-based research and audit across Children's Services and partner organisations where possible
8. Develop and sustain effective partnerships across the council and partner organisations across Greenwich (including health, Education, police, local government, voluntary and community sectors) to strengthen opportunities for collaborative working and integration
9. Ensure Children's Services has effective talent management and career development programmes, coordinating resources and skills across Children's services to capitalise on our collective talents to drive high quality care.
10. Promote and ensure that a children and family-centred approach is embedded in practice across services.
11. Lead and manage a diverse workforce providing services for a diverse community, within the Council's standards, policies, and procedures.
12. Provide insight and expertise within Children's Services regarding the impact of health on CYPs outcomes
13. Manage financial and other resources to achieve strategic and operational objectives, within the Council's standards, policies, and procedures.
14. Implement the Council's Performance Review and Development process and Scheme for the Management of Sickness Absence, ensuring that staff have the requisite skills and competencies to deliver their roles effectively and to support their development through appropriate training and CPD opportunities.
15. Represent the Council and deputise for the Director of Children's Services and other Assistant Directors, as required.

16. Provide advice to the Director and Elected Members on statutory and other regulatory requirements and the development of policy which recognises national and local context, policy and operational tensions, the financial environment and the demands of service delivery.
17. To carry out all duties with due regard to the provisions of health and Safety regulations and legislation, the Council's Equal opportunities and Anti- Poverty and Customer care policies, the New Technology agreement, and Data Protection legislation
18. Ensuring that duties are undertaken with due regard and compliance with the Data Protection Act and related legislation and regulations.
19. To undertake additional duties or responsibilities consistent with the role as allocated by the Director. The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees, for which no additional payment will be given. The post holder will participate in the directorate senior manager on-call rota without further payment.
20. Designation of the Post to which the Post-Holder normally reports to: Director of Children's Services

ROYAL BOROUGH OF GREENWICH CHILDREN'S SERVICES

PERSON SPECIFICATION

DEPARTMENT: Children's Services Quality Improvement, Resilience and Learning

POST DESIGNATION (TITLE): Assistant Director, Quality Improvement

GRADE : Chief Officer C

KNOWLEDGE/ EDUCATION

- Education to degree level and continuing professional development relevant to the job role.
- Background working within the Children and Young People or health related sector
- Excellent understanding and knowledge of developing strategy and quality improvement in a health/education or social care organisation.
- Excellent knowledge and experience in the assessment of the impact of delivering evidence-based practice frameworks in improving outcomes for children, young people and their families.
- Excellent knowledge of quantitative and qualitative analysis including in – depth understanding of data quality principles.
- Thorough knowledge of legislation, statutory regulations and Government guidance and standards relevant to services for children and young people.
- Excellent understanding of national priorities for services for children, young people and families, across social care, education and health. Sound awareness of vulnerable and under achieving groups.
- Understanding of the key challenges in improving the quality and impact of children's services.
- Understanding of a variety of research methods for assessing and developing service delivery

EXPERIENCE

- Relevant experience at a senior level in a health/education or social care environment.
- Relevant experience of senior and strategic leadership in services for children, young people and families.
- Successful experience at a senior level of leading a service, including the management of workloads, managing change, performance management and staff sickness absence management.
- Driving significant improvements in outcomes for service users

- Robust experience of embedding theory across organisational arrangements and service delivery
- Effectively managing quality and performance of services against national and local standards
- Influencing key organisational stakeholders at a senior level within a large public or third sector organisation
- Managing complex budgets and other resources effectively to achieve strategic objectives
- Leading a diverse workforce to achieve and exceed objectives
- Engaging service users to ensure that services delivered are of benefit to, and valued by the community

SKILLS

- Solve complex problems and innovate to improve services
- Work collaboratively across organisational boundaries and develop effective working relationships
- Excellent communication, presentation and interpersonal skills; with the ability to present effectively to a variety of different audiences/clients at a senior level and to lead negotiations/influence stakeholders
- Influence and guide senior colleagues across a range of services to drive forward commissioning strategies.
- Lead and motivate a large workforce to achieve the strategic objectives
- Analyse and use complex data from a range of sources to inform strategic plans using well-developed financial, numeracy and literacy skills

EQUAL OPPORTUNITIES

- A knowledge of and commitment to the Council's Equal Opportunities policy and its application to the areas of responsibility of the post
- Experience of commissioning for vulnerable groups to ensure equal access to services and narrow the gap in outcomes