Role Title	**Child Protection Coordinator**
Job Family	**Strategic People**
Competency Level	**Manager/Senior Manager**
Pay Scale	**PO7 – PO9**

Purpose

To lead, plan, develop and deliver an expert professional service within the Quality Assurance Service.

To support the development, management and delivery of a safeguarding and child protection service to families.

To build and maintain relationships with key partners to improve outcomes for children.

To lead meaningful and effective social work to children, young people and their families / carers through the promotion of reflective, relationship-based practice that reduces risk, safeguards children and promotes their best interests.

To ensure the Council maximises service outcomes in relation to cost.

Generic Accountabilities

Generic Accountabilities	*End Result/ Outcomes*
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice, and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. External inspections are managed effectively. Service delivers excellent customer service.

Manage responses to complex professional or politically sensitive issues within the area of responsibility. Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions. Major issues are managed through to a satisfactory conclusion. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. Customer outcomes are clearly understood and specified. Services / goods are delivered on time, to budget and standards agreed. Opportunities to improve delivery / capacity of provision are proactively identified and actioned. Suppliers and supply chains are resilient and adaptable to meet changing needs. Expected operational efficiencies are realised.
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development. Progress against objectives is effectively monitored and delivered.
Ensure the development and delivery of continuous improvements in all aspects of the service	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.

	Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives	Resources including equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, and maintained.	Safeguarding standards are monitored and maintained in compliance with Council policy. Appropriate safeguarding training is provided.
Implement a risk management programme and advise on issues affecting Council service areas	Business threatening situations are recognised, planned for and managed or escalated as appropriate. Systems and governance are in place to and respond promptly to critical events. Continuous service is provided
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Job Specific Accountabilities End Results/Outcomes: (PO7-8)	
Management of the child protection conference process and contribute to the safeguarding of children and young people	Conference meetings are conducted in line with London Safeguarding Procedures timescales and to required standards of the Waltham Forest conference model The record of the conference and records of any other statutory meetings are accurate, meet statutory and legal requirements and are available and distributed within required timescales Parents/Carers are included and actively participate in the conference process

	Children and young people's experiences are sought, presented, and influence the conference process Ensure that child protection plans are formulated in line with relevant legislation, procedures, and standards Evaluate and monitor practice and the implementation and adherence to child protection and looked after children policies and procedures Undertake the required monitoring of the child protection conference process within required timescales Ensure that individual practitioners, managers and the whole service learn from examples of good practice Ensure that poor practice and drift is dealt with promptly, in an appropriate manner and in line with relevant guidance. To chair other meetings as and when required, such as complex strategy meetings

The involvement of children and families as well as the people that support them.	Ensure the participation of children, young people, their parents, and carers in relation to child protection conferences. Involve children, young people, their parents, and carers in decision making around service delivery and development
Effective implementation of quality assurance role	Responsibility for monitoring practice and sharing learning across the service To have a knowledge and understanding of key performance indicators and other local targets and this is embedded in the role of child protection coordinator and short breaks reviewing officer. Responsibility for taking action to achieve top quartile performance To develop and maintain efficient and effective systems to ensure compliance with procedures and recording systems Be available for consultation and advice on complex case matters when required, taking a lead role, where appropriate Undertake management reviews of individual cases as and when required Actively participate in the auditing and practice observation programme.
To provide professional leadership for staff within children's social care	Responsibility for raising standards of practice within children's social care Responsibility for ensuring that standards, targets and timescales are met for child protection conferences. Maintain a knowledge of relevant legislation and research, to ensure that services respond proactively to required changes Develop and implement the team's business plan, ensuring that it reflects the Children's Service Plan To recognise problems at an early stage, and identify solutions Ensure that all duties are undertaken in a manner that promotes & values diversity

	Build and maintain relationships with key partners to improve outcomes for children Take lead responsibility in relation to designated areas of partnership.
To communicate effectively and appropriately across the Council and with partner agencies	Deliver a high level of communication with social workers, team managers, heads of service and senior leadership team on individual cases and any performance issues regarding both individuals and teams All enquiries and complaints are dealt with in accordance with agreed timescales Provide presentations of the outcomes of audits or individual management reviews to a variety of audiences
Make positive contributions to training, practice development and awareness of safeguarding issues	Deliver training to a variety of audiences Undertake audits and practice observations. To be an active member of the Service's management team, and to contribute to strategic policy and procedural developments To advise and have input into relevant service plans for the delivery of training and development
Appropriately manage resources	Effective and timely use of resources whilst formulating child protection plans.
Job Specific Accountabilities (PO9):	
Support Child Protection Conference Team Manager and other senior colleagues to implement improvements/ efficiencies to processes and practice and contribute to the positive direction of the service	An advanced knowledge of the relevant legislation can be clearly demonstrated The relationship between legislative change (current and future) and the implications for social work practice are well understood Deputise for the team manager and the relevant Head/s of Service as and when required Drive change and embed new ways of working

Ensure data (quantitative and qualitative) informs practice and wider service development (including succession planning etc)	A strong level of data literacy can be demonstrated Data is used (various formats) to understand individual/team/service-level performance and productivity and promote team stability Data informs and shapes targeted responses to achieve improvements, efficiencies, and value for money Data is used to demonstrate impact and insights from datasets (various) are effectively communicated to staff
Develop the professional practice of others	Research is used to inform practice and expert professional knowledge is shared (formally and informally) through the relevant events, networks, and forums Represent the service in the relevant events, networks, and forums as and when required Complex ideas are presented concisely A coaching approach is used to enable staff to reach their potential A vibrant learning culture is promoted and sustained
Lead on the development and implementation of new initiatives and operational systems	Contribute to the production of service plans Existing service provision is evaluated, taking account of feedback and broader external developments to future proof the service and drive quality, efficiency, continuity and achieve service plan objectives Work with a range of agencies and partners to develop services in accordance with government policies, and promote and coordinate initiatives Liaise internally and externally to ensure the department/service issues are appropriately

	represented and acted upon to enhance service delivery

Nature of Contacts
Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders. Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.
Procedural Context
Understanding of a Quality Assurance Framework and an ability to implement Audits, Surveys and critically analyse information
Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service. Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council. Occasionally the post will be expected to work from other locations
Key Facts and Figures
Enhanced DBS This role is office based.

Enable others to understand changes and developments in safeguarding and learn new processes/procedures
Resourcing
Reports to Team Manager with lead responsibility for child protection conferencing. Responsibility for equipment including laptop and mobile phone
Knowledge, Skills and Experience: (PO7-8)
Excellent written and verbal communication skills and the ability to build relationships with families, staff at all levels, other departments, and agencies. Ability to deal with people at all levels confidently, sensitively, and diplomatically.
Good knowledge of relevant legislation and regulations, current developments in research related to safeguarding, child protection, looked after children and children in need.
Substantial frontline experience of complex children and families social work
Experience of managing and supervising complex children and families social work
Experience of writing complex children and families assessments and care plans
Experience of presenting of information and reports to senior leadership team
Ability to chair complex multi-agency meetings
Ability to develop and deliver training programmes
Ability to evaluate information from a variety of sources and make clear, evidence-based decisions
Ability to write reports and policy documents related to safeguarding, child protection.
Ability to manage competing demands and work independently
Basic use of Information Technology
Knowledge, Skills and Experience: (PO9)
▪ Relevant professional qualification and registration ▪ Substantial engagement in Continuing Professional Development (CPD) ▪ Substantial experience at a senior management level in specialist area

- Extensive, sophisticated, and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of children's social care
- Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery
- Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement
- Strong level of data literacy
- Good knowledge of concepts of change management, project management and their practical application
- Proven ability to manage budgets and available resources to deliver effective support to area of responsibility
- Excellent written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners
- High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change
- Proven ability to assess risks and benefits and respond appropriately
- Substantial experience in successful leading, motivating, coaching, mentoring and developing staff

Indicative Qualifications
Registration with Social Work England
CQSW, DIPSW, CSS
Accreditation as Social Work Practice Educator or Assessor
Use of relevant in-service or post qualification training, particularly safeguarding and Information Technology courses