

Family First Fostering

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Job description

JOB TITLE: Head of Quality & Development
CONTRACT TYPE: Full Time / Permanent
PERSON REPORTS TO: Management Team
PERSON SUPERVISES: Team Members / Independent Assessors

PURPOSE OF JOB:

- To play a key role in the management of quality assurance across the organisation's companies: Family First Fostering and Oakley House Care Services and any other (Fostering / Residential / Semi-independence)
- To ensure the highest quality service is provided to all children and young people, foster carers, and staff
- To ensure the organisation's compliance to the relevant legislative frameworks, by working closely with the management and administrative team, to continually develop and improve the quality and efficiency of the overall organisation
- To provide staff with guidance and advice on the relevant legislative frameworks
- To ensure staff are empowered and developed through the organisations
- To work closely with the management team, to ensure all decisions and actions taken are in the best interest of the children in our foster care placements and children's homes, to contribute to their best outcomes

JOB CONTEXT:

Our Company strives to provide service's which are user friendly and sensitive to the individual needs of our placements, Local authorities and all sections of the community. It is the responsibility of all employees to work to achieve this within our ethos of service, quality, equality and partnership. (Partnership means demonstrating a commitment to close co-operation with colleagues and joint work in partnership with our service users).

DUTIES & RESPONSIBILITIES:

- Drive compliance and improve service delivery, by effectively monitoring the services offered by the organisation, and undertaking regular audits to ensure both quality and compliance standards are met and upheld.
- Ensure that high standards of care are delivered and maintained across all organisations
- Ensure the policies and procedures across all organisations are regularly reviewed and updated in line with research and findings from SCR's and changes in Legislation, Regulations and Guidance
- To support the management team to register any new provisions in line with the relevant legislative framework
- Ensure all staff are aware of their responsibilities, and work within the policies and procedures of the organisation, and those set out in the legislative framework
- To prepare and hold group and individual workshops for staff development
- Safeguard and protect the health and wellbeing of children and young people, ensure good outcomes, and make sure their journey and progress are evidenced in paperwork

- To work with the management team to manage complaints, standards of care investigations, and allegations regarding staff and foster carers. Where the actions are followed up on and learning shared with the team.
- Ensure all reports and documents completed by staff, social workers, independent contractors, etc. are completed to a high standard.
- Ensure that Annual Foster Carer's Review Reports, including reviews following complaints/concerns/allegations/investigations, etc., are quality assured and ready to be presented to the ADM and / or Panel.
- Oversee the recruitment and assessment of foster carers and provide regular feedback on progress to the management team
- Quality assure each assessment report for content, grammar, as well as statutory checks, references, interviews, and all other supporting documentation
- Manage and provide supervision to social work assessors, both independent and SW staff, to ensure assessments are completed within their deadlines
- Make ethical and timely decisions regarding each assessment
- Attend and contribute to meetings regarding families in assessment, and provide post panel feedback / handover, where relevant
- Track outcomes from Panel Meetings and Carer Reviews, to ensure recommendations are followed through and evidenced
- Participate in the recruitment, selection, and induction of suitably qualified assessors
- Maintain accurate and up to date records on relevant electronic systems
- Work as part of a multi-disciplinary team, and in partnership with families, local authorities and external agencies, as required
- Build positive working relationships with prospective and approved foster carers
- Promote equality and diversity and ensure anti discriminatory practice.
- Participate in an annual appraisal.
- A willingness to undertake and facilitate identified training, and provide staff with feedback to support their professional development
- To ensure high quality training is provided to staff, YP and foster carers.

GENERAL STATEMENT:

The post holder may be reasonably expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.

If the need arises, the postholder will undertake tasks not specifically covered in the job description, and any other duties as may be reasonably requested by the manager.

EQUAL OPPORTUNITIES:

The Organisation supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age.

You are expected to comply at all times to the Companies Equal Opportunities Policy.

The above job description forms part of your Main Terms and Conditions of Employment. The Company reserves the right to vary duties and responsibilities at any time.

Signed..... Date.....

Person specification

JOB TITLE: Head of Quality & Development
PERSON REPORTS TO: Management Team
PERSON SUPERVISES: Team Members / Independent Assessors

<u>QUALIFICATIONS:</u>	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Qualified Social Worker, with at least 3 years' experience in a Children's Home and / or Fostering Environment	E	Application form and interview
NVQ Level 4 Management, or equivalent (or working towards completing qualification)	D	Application form
Quality Assurance Management experience, preferably within a fostering and / or a residential setting	D	Interview and application form
Previous management experience at a senior level, and / or experience managing staff / a team on a regular basis	E	Interview and application form
Educated to GCSE level (or equivalent).	E	Interview and application form
Undertaken training related to the care environment	E	Application form, interview and practical assessment
<u>EXPERIENCE:</u>		
A good understanding of the needs and behaviours of children and young people in residential care and foster care	E	Application form and interview
Experience of working in partnership with other agencies and stakeholders, including Local Authorities.	E	Application form
Experience implementing effective quality assurance and service improvement frameworks	D	Application form and interview
Previous experience of completing assessments	E	Application form and interview
<u>SKILLS:</u>		
Able to organise tasks independently, and prioritise and manage shifting responsibilities	E	Application form and interview
Outstanding time management and organisational skills, with a keen eye for detail	E	Application form and interview
Highly literate, and good written and verbal communication skills.	E	Interview, application form, and practical assessment
Ability to maintain written records, and write comprehensive and evidence based reports and assessments	E	Application form, interview and practical assessment
Ability to form strong, professional relationships	E	Application form and interview
Ability to work well in stressful conditions	E	Interview
Strong leadership and motivational skills	E	Application form and interview
An ability to work within the Agency's policies and procedures, and in line with statutory requirements	E	Interview

Proficient at using online database systems, such as CHARMS	E	Interview
Excellent knowledge of Microsoft Word, Excel, Powerpoint, etc.	E	Interview
KNOWLEDGE:		
The role requires the candidate to have a sound knowledge of fostering legislation, and knowledge of residential legislation would be desirable, i.e.: Quality Standards, Children Act 1989 / 2004; Protection of Children Act 1999; Children Leaving Care Act 2000; Children's Homes Regulations 2015; Fostering Regulations 2011; National Minimum Standards.	E	Application form and interview
Knowledge and understanding of the varying needs of the different parts of the organisation	E	Application form, interview and practical assessment
Full understanding of the principles and practical application of safeguarding and child protection.	E	Interview
ATTITUDES & VALUES:		
To demonstrate a commitment and respect towards supporting vulnerable children and their families	E	Interview
To have a determination to appropriately challenge discrimination in any form.	E	Interview
To value honesty, integrity, have a non-judgmental approach and be committed to equal opportunities.	E	Interview
Actively support and implement the principles and practice of equality as laid out in the Agency's Equal Opportunities policy.	E	Interview
Enthusiastic	E	Interview
Empathetic	E	Interview
OTHER REQUIREMENTS		
To have a flexible approach to working hours, to ensure the needs of children and young people, the organisation, families, residents, and staff are properly met, and be able to provide input in emergency situations if required	E	Interview
Full Driving Licence	D	Interview

You can expect:-

- Manageable workloads and quality supervision
- Opportunities to practice creatively
- Support & Supervision to enable you to develop as a practitioner
- The opportunity to be part of a cohesive and vibrant team

Family First Fostering's Values are:

- Openness:** We aspire to be open and honest to develop trusting relationships.
- Fairness:** We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- Flexibility:** We aspire to be flexible in our thinking and action to become an effective and efficient organisation
- Teamwork:** We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Family First Fostering's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The Agency operates a Smoke Free Workplace Policy which all employees are required to adhere to.

The above job description forms part of the Main Terms and Conditions of your Employment. The Company reserves the right to vary duties and responsibilities at any time.

Signed..... Date.....