

Technical Specialist Job Description (Tier 4)

Job Title	Children and Families Technical Specialist, Lead Practitioner
Salary	Grade O
Benefits	As per WCC and C&F Benefits for all employees
Directorate	People – Children & Families
Team	Quality & Impact (Voice, Influence & Change Team)
Accountable to	Operations Manager
Hours	37
Location	Countywide including home working
Accountable for:	
• Team Responsibility (FTE)	Not applicable
• Annual Budget	Contributory
Politically restricted role	Yes/No
JEID (Job Identifier number)	T4050
Essential Qualifications	Social Work Qualification (including registration with Social Work England) and Practice Educator level 2 qualified. <u>Alternatively</u> , a suitable equivalent qualification such a probation or early years, with suitable teaching or education qualification.

As the technical specialist you will provide a high level of expertise in your professional discipline. You will design and shape solutions to achieve the service delivery plans or commissioning intentions.

Role Specific

The role of the Designated Social Care Officer for SEND will:

- Contribute & co-ordinate the development of strategies, action plans and processes which support and enable the SEND reforms agenda to become embedded within social care operations and practice.
- Contribute to and influence SEND organisational design and assist in the development of 0-25 Children with Disabilities Service and its policies.
- Establish and lead a network of social care SEND 'champions' and link workers.
- Develop the social care aspects of the Local Offer that provide relevant advice and information and meet all legislative requirements.
- Identify opportunities for co-production and integrated working between social care, health and education to progress SEND reforms agenda.
- Work collaboratively with social care directors, heads of service and managers to ensure social care meet statutory responsibilities and to drive forward organisational culture change aligned to the SEND reforms.
- Constructively challenging practice, systems, processes and protocols to enhance SEND reform compliance as part of this collaboration.
- Contribute to the framing of the social care elements of the local authority's self-evaluation process to ensure readiness for SEND Ofsted & CQC Inspections.
- Involvement in and initiation of varied multi-stakeholder projects and work streams. *Themes include: participation and engagement, person-centred approaches, joint working initiatives, outcomes frameworks, operational function design, IT systems connectivity, EHC processes, quality assurance, joint commissioning, Early Years, Preparing for Adulthood, the Local Offer.*
- Contributing to social care workforce development by formulating programme of blended learning/training relating to the SEND reforms across varied audience profile and functions.

Key responsibilities (including technical responsibilities and key stake holders/customers)

- Provide specialist and technical knowledge within Children & Families Service including Children with Disabilities Team
- The postholder will support the Principal Social Worker and operational lead to ensure our service and its workforce are knowledgeable and skilled in all aspects of statutory & non statutory guidance to effectively support all children, young people and families including children with disabilities..
- The role will include designing and delivering training and learning needs. Creating an environment where learning and reflection is harnessed at every opportunity. This will include the enabling of new ways of working.
- The role will include working with other colleagues across the Service and with managers at all levels to solve specific learning needs, usually in groups. This will also include assessing the skills and knowledge of individuals. Working with Team Managers and Operational Leads to identify learning needs and prioritise staff for learning and continued professional development opportunities.
- We are a high performing organisation and it is vital we demonstrate the impact and quality of learning and how this impacts on practice with children and families. Delivery and evaluation of learning is vital. This includes ensuring we build sustained change and evidence return on investment. The role will include contributing to finding creative and sustainable ways to manage our learning and development budget.
- Warwickshire Practice Model is Restorative Practice. We believe in starting with strengths but also ensuring we build a high challenge and high support environment. The role will act as a role model and promote and embed the culture, vision and values of the service and organisation.
- Excellent communication skills are vital. To take complex ideas and theories interpreting these in a simple and understandable. Being able to support practitioners to apply learning in practice with children, young people, parents, carers and communities.
- The role will include building relationships across the service and with external key stakeholders. Utilising opportunities to build a positive reputation.
- The postholder will implement, review and update on a regular basis, policies, procedures & guidance.
- Contribute to recruiting, retaining and maintaining a high performing and innovative Children and Families Service Workforce.
- The post holder will seek and listen to feedback. Co-ordinating, analysing and respond to feedback from learning and development events. Implementing improvements to learning events and training courses.

- Monitoring and auditing the quality of service provided by the team and ensuring any corrective measures are taken to meet the objectives set for the team.
- Maintain a knowledge and expertise of the work of the Directorate to contribute to the development of services and the development of best practice systems and protocols which support the delivery of a quality service and reflect any changes required. This will include contributing to case file and thematic review to utilise learning opportunities and improve practice.
- To deputise for the Team Leader or Operations Manager in their absence.

Person Specification What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

- The postholder will have extensive and proven expert knowledge and experience of working with Children & Families including Children with Disabilities. The postholder will have a professional qualification (social work, youth work, family support or other related discipline).
- The postholder will have a proven experience in designing and delivering learning and practice teaching.
- Demonstrable experience of leading improvement and challenge the quality of practice in Children & Families Services including Children with Disabilities. Including planning, implementing and evaluating strategies and action plans.
- The ability to teach, assess and manage professional learners in practice.
- Knowledge of budgetary and financial systems.
- Ability to source and research information and data using formal and informal channels.
- Ability to link knowledge and research into practice.
- Strong team working skills and a collaborative approach to learning that is engaging and inspiring.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
Driving organisational performance through change	<p>Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be.</p> <p>Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems.</p> <p>Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen.</p> <p>Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs.</p> <p>Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.</p>
Generic Competency	Indicators
Organisational & People Leadership	<p>Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it.</p> <p>Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.</p> <p>Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.</p> <p>Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities</p>

	<p>are available for everyone. Shares own expertise through coaching and mentoring.</p> <p>Promotes and values equality and diversity, takes account of and learns from different individual needs and views.</p> <p>Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.</p>
Generic Competency	Indicators
Finance and Commercial Leadership	<p>Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.</p> <p>Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.</p> <p>Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.</p> <p>Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.</p> <p>Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.</p>
Generic Competency	Indicators
Strategic Thinking & Planning	<p>Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.</p> <p>Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.</p> <p>Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals.</p> <p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p>

	Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.
Generic Competency	Indicators
Performance & standards	<p>Ensures the safe operation of services and compliance with appropriate regulations and legislation.</p> <p>Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered.</p> <p>Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required.</p> <p>Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>
Generic Competency	Indicators
Relationship Management	<p>Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction.</p> <p>Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.</p> <p>Utilises logical arguments backed by evidence to support their opinion and advice and persuade others.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p> <p>Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.</p> <p>Takes opportunities to understand own style and approach, and how they might influence and persuade others.</p>
Generic Competency	Indicators
Personal Leadership	<p>Displays leadership behaviours and remains calm and objective in all situations.</p> <p>Demonstrates flexibility and adaptability in light of new information.</p> <p>Accepts feedback and responds in a thoughtful and considered way.</p>

	<p>Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account.</p> <p>Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>
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Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be