

Job description

Job title: Service Development Manager

1 Job purpose

Reporting to the CEO the role of the NACCC Service Development Manager is to ensure that the services delivered by NACCC, to the Child Contact Centres they accredit, and the assessors achieve an outstanding level of performance and quality.

You will have some experience in delivering training, raising standards, and giving high quality advice with robust performance management.

The role requires a high level of leadership skills, data interpretation skills, and the ability to support up to 20 assessors to improve the performance and quality of their work so that it becomes routinely outstanding. The organisation of work, including the allocation of centres to assessors, the training of contact centre staff, maintaining a high throughput of assessments and prioritising incoming demands on your limited time, is a key requisite competency. Ensuring that CCC's are accredited in a timely manner. Staff and volunteers are trained and members are supported and advised particularly around child protection issues. The Post holder will also support the CEO and Trustees in delivery of the business plan and updating of policies and procedures.

The role will develop a strategic approach to how NACCC engages with the CCCs

2 Principal duties and responsibilities

Safeguarding

- Lead on Safeguarding and Child Protection for NACCC and provide support for centres.
- Ensure children are safeguarded and protected through the delivery of high quality assessments and advice and support to members via the helpline.
- Undertake management reviews, and to undertake spot checks where required.
- Disseminate learning arising from these reviews, and adjust standards where necessary.

Accreditation & NACCC National Standards

- Ensure the timely allocation of accreditation assessors in conjunction with the Administration officer.
- Review and maintain the National Standards and ensure they are up to date, fit for purpose and aid continuous improvement.
- Review and maintain the accreditation/reaccreditation paperwork in accordance with the National Standards.
- Report to the Independent Standards Panel and prepare information as requested by this panel.
- Ensure training to assessors and child contact centres are in accordance with the national standards.
- Guide, train and support assessors to ensure quality and consistency of assessment and reports.
- Lead on Assessor meetings to maintain and monitor the quality and assurance of assessor accreditation/reaccreditation reports
- Undertake spot checks and mid-term reviews of Child Contact Centres.

Review, Maintain and Deliver training to Contact Centre Staff and Assessors

- Develop a yearly timetable of training for Assessors and Child Contact Centres in conjunction with the Administration Officer.
- Review and update schemes of work and training material to ensure it is relevant up to date and in line with the National Standards, industry best practise and current legislation
- Prepare training materials for participants in conjunction with the Administration Officer.
- Identify and develop new training programmes to support Assessors and Contact Centre staff/volunteers.
- Maximise available resources to meet changing organisational demands.
- Promote a culture of practice improvement where issues of diversity and equality are fully addressed and integrated into practice both with Assessors and in CC Centres.
- Promote and model positive engagement with children and families.
- Explore creative and innovative approaches to delivering and evaluating service and to provide reliable evidence to support proposals

Recruit, Train and Performance Manage the Professional Practice of Assessors

- Identify training needs and develop annual training plans for assessors and CCC staff.
- Manage practice and performance through effective recruitment and induction of assessors.
- Ensure your assessors and any other staff you may have responsibility for, deliver a high quality, effective, child centred service which leads to improved outcomes for children.
- Provide effective leadership to your assessors, combining professional challenge with strong support, providing clear accountability
- Provide a coaching and role-modelling approach to assessors and Contact Centre staff to enhance individual development. As a practice educator, promote a culture of continuous learning within your sphere.

Contribute to the Development and Implementation of the Strategic Planning Process

- When required contribute to both the national and local quality improvement agenda.
- Have a clear and accurate self-assessment of practice, performance and quality, with robust actions build into development plans to ensure that individual and area performance targets are met.
- Develop with the management team the Strategic Plan with the objectives set by the trustees and its implementation, monitoring and reviewing.
- Develop business cases for service development and identified improvement where identified

General

- Be accountable for and approve spending within the designated limits, ensure cost effective use of resources and delivery of service, complying with NACCC policies and providing all necessary information for complete and accurate returns of full financial information.
- Take responsibility for and ensure compliance with Health and Safety policies within your area of responsibility.
- Ensure you and all staff you are responsible for fully utilise IT and electronic systems to ensure service is managed and delivered effectively.
- Work flexibly as determined by the CEO, including the requirement to complete specialist pieces of work as required.
- Contribute to personal supervision meetings and your own continuous professional development.
- To be a proactive team player and play a full part in meetings and events as appropriate and required.
- The post holder will be required from time to time to travel to attend meetings, training events or undertake site visits. This post is office based but home working is acceptable from time to time by agreement.
- Work with the CEO on fund bids which will deliver improvements in service development locally and nationally
- Work with the CEO to ensure that marketing of NACCC services is considered at the developmental and training stage of service delivery review
- Identify opportunities to working in partnership and collaboratively to deliver services to the CCC
- Work with the CEO on campaigning and raising the profile of NACCC
- Support the assessment of contact from the Safe Referral System.
- Deputise for the CEO in their absence.

This job profile is not a definitive or exhaustive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

3 All staff are expected to maintain high standards of customer care in the context of the NACCCs Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: Self Employed Assessors and Training staff.

6 Post holder's immediate supervisor: Chief Executive Officer

Person specification

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Areas of responsibility	Requirements	Measurement			
		A	T	I	D
Knowledge and Technical skills	Qualified Social Worker	✓			✓
	Experience in Safeguarding with children and families.	✓		✓	✓
	Proven track record in training, including design and development of training materials, and ensure that they are up to date in accordance with legislation.	✓		✓	
	Knowledge of statutory and assessment frameworks for working with children and families	✓		✓	
	Evidence of effective use of resources	✓		✓	
	Have a track record of performance management including target setting and monitoring.	✓		✓	
	Excellent project management skills	✓		✓	
Communication and team work	Collaborative team worker who can build positive relationships.	✓		✓	
	Able to communicate effectively both verbally and in the use of IT equipment and packages to a wide range of audiences	✓		✓	
	Ability to communicate effectively with members, children and families.	✓		✓	
	Ensure a customer service approach is fully integrated into team service delivery, including responding to comments and complaints.	✓		✓	
Organisational skills	Ability to deliver high quality work to deadlines in a high demand environment	✓		✓	
	Be a collaborative team worker who can build relationships and work effectively across boundaries and achieve results through others	✓		✓	
	Ability to work effectively under pressure	✓		✓	
	Personal resilience, flexibility and adaptability are essential.	✓		✓	
	Experience and understanding of working in a confidential and/or sensitive environment.	✓		✓	
Work to promote mutual respect and good relations	Understanding of Equality and Diversity issues and commitment to working in a non-discriminatory manner, in support of organisations policy.	✓		✓	
Work Related Circumstances	Experience of working within a not for profit organisation	✓		✓	
	Able to work at sites/attend meetings throughout the country as required.	✓		✓	
	Willingness to undertake appropriate training and development.	✓		✓	
	Knowledge of Health and Safety and other legislation relevant to the work place.	✓		✓	