



## Job Description

### Practice and Systems Lead

Job Details	
Grade	GR D
Job Evaluation Number	A1467
Number of Posts	2
Department	Quality Assurance Directorate,
Reporting to	Principal Officer Case Management Systems and Process

#### Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

#### Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.



- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

## Our Values

ONE TEAM  
ACCOUNTABILITY AND RESPONSIBILITY  
QUALITY AND INNOVATION  
RELATIONSHIPS  
HIGH SUPPORT HIGH CHALLENGE

### Portfolio Responsibilities

Ensuring the case management system supports best practice. Responsibilities include delivering training, creating guidance, and maintaining process maps for children's social care.

### Key Responsibilities

Providing consultation on how the system can best support service processes and ultimately the needs of children, young people and families.

Coordinating change projects for our case management system (CMS), working with stakeholders in the Trust and partnership.

Facilitating feedback opportunities and forums so that practitioners can contribute to development of the case management system

Including people with lived experience of children's social care in considering process, designing forms and creating outputs.



Seeking clarity on process and practice expectations from senior leaders where this is needed, identifying and progressing decision making if appropriate
Designing and delivering training using a range of methods , linking with workforce development team to ensure a joined up approach. Promoting best practice by championing our practice model, Connections Count
Developing guidance and process maps which align with best practice, ensuring that information is joined up across the trust. Creating and maintaining a central point of resource and information for practitioners and managers regarding system changes, guidance and support.
Managing communications about the system to ensure that up to date information is shared in an accessible way across the Trust.
Tracking and progressing changes, maintaining reporting on the change process. Identifying and monitoring barriers to implementing change, including drift, overlap or conflicting requirements. Leading efforts to find effective solutions.
Communicating clearly with all organisational levels. This is a practice focussed role which has to liaise with practitioners, business support, technical colleagues and senior leaders.
Supporting and leading testing from both a functional and practice perspective to ensure that changes will work for all users.
Maintaining up-to-date knowledge of the systems' capabilities and limitations, to support the delivery of training and consultation to end users.
Deputising for the Principal Officer for case management systems and process in meetings or other forums where needed

Key Information	
Is Safeguarding Check needed?	DBS Enhanced Children
Will this position have Line Management Responsibility?	No

### Person Specification

Essential Criteria
Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation



Qualifications	AF/I	Demonstrate education to degree level in a relevant subject area(e.g. social work, social care). OR possession of equivalent knowledge gained through substantial professional experience within children's social work or social care.
Experience	AF/I/P	Demonstrate experience of developing solutions and leading change or improvements within a service.
Experience	AF/I/P	Understand through related experience, the process of assessment, intervention and management of work with children and families. Bring understanding of how systems can shape, enable and reflect practice in a child's journey.
Experience	AF/I	Have a high level of experience of facilitating or delivering learning/training to a group. Able to create targeted guidance in different formats, aligned with best practice.
Experience	AF/I/P	Able to use management information and data to create reports, make recommendations and decisions.
Experience	AF/I/P	Demonstrate significant experience of working in children's social care, providing support to children/young people/families.
Skills	AF/I/P	Work independently, take initiative, and prioritise tasks effectively to fulfil the requirements of the service. Have excellent organisation skills.



Skills	AF/I	Navigate and utilise the Trust's case management and related systems effectively, adapting swiftly to new systems.
Skills	AF/I/P	Able to collaborate, communicate and resolve competing needs with staff at all levels. Demonstrating 'connections count' in how to approach this.
Skills	AF/I/P	Able to show leadership, guiding others in group tasks, using excellent oral and written communications skills.
Knowledge	AF/I/P	Possess in depth knowledge of the statutory and legislative frameworks governing children's social care and safeguarding.
Knowledge	AF/I/P	Demonstrate substantial knowledge of the various functions (including statutory functions) and associated language in children's social care.
Knowledge	AF/I/P	Demonstrate substantial knowledge of current local and national developments in children's social care.

All staff understand that employment on this job description is in line the current BCC; BCT and Acivico workforce contracts.

In line with your Birmingham workforce contract, it may be reasonable from time to time to request employees to undertake other duties commensurate with your role. These requests should be exceptional. If you find these are anything other than a 'time to time' request, then it will be necessary for the role to be re-evaluated (following NJC Gauge principles) to maintain the integrity of BCC's job evaluation scheme.

For reference your contract of employment states: From time to time, you may be required to undertake other or additional duties as we may reasonably require.



**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**