Job Description

Principal Officer, Case Management Systems & Process

Job Details	
Grade	GR6
Number of Posts	
Department	
Reporting to	Principal Social Worker

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 Trusts 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 **T**EAM

ACCOUNTABILITY AND **R**ESPONSIBILITY

Q**U**ALITY AND INNOVATION

RELATION**S**HIPS

HIGH SUPPOR**T** HIGH CHALLENGE

Key Responsibilities
• Responsible for the continued development and improvement of the Case Management Systems and Strategy (CMS) for Birmingham Children's Trust (the Trust).
• Ensure that Social Care Service requirements are co-ordinated Trust wide, distilled into clear definitions, are achievable and can be operationalised in business processes and a system environment. To make recommendations based on service need, business processes and functionality of the Case Management System.
• Work with the ICT Team to manage the relationship with the system suppliers (OLM, and others) and act as the expert practice lead on behalf of the Trust.
• Work to improve and ensure the effective running of Case Management Systems (Eclipse and others), ensuring they meet the needs of the Trust and partners who rely on data from the system to discharge their social care and safeguarding responsibilities. Ensuring data quality and reliability and undertaking training and remedial actions as necessary.
• To quality assure the system processes to ensure coherence across the multiplicity of business processes.
• To represent the Trust in engagement with external suppliers, partners and partner agencies.
• Work with the Trust information management team to ensure that the CMS delivers effective management and performance information.
• To chair the Eclipse and Business Process Change Group providing effective governance and ensuring accountability for Trust wide practice, business process and system change.
• As a skilled and experienced Social Work Manager with significant experience of influencing and leading in a complex environment, able to undertake quality assurance and analysis of data to enable good decision making for both practice and system development. Jointly designing

solutions and identifying areas for improvement.

- Work with ICT colleagues and others to explore the role of AI and automation across the Trust's services.

- Work with the Practice Hub to develop guidance, policy and training related to systems and processes.

- The role works closely with senior managers across the Trust including Trust Directors, Assistant Directors and Heads of Service, Senior Managers, Social Workers, Workforce development leads, Quality Assurance and Safeguarding leads.

- The role works closely and in partnership with the Information Management Team to ensure the production of effective and reliable management information, performance information and business intelligence.

- The role connects to partner agencies involved in providing services to children and families including Health and Education as well as internal support services such as Commissioning to ensure the system supports good partnership working.

- The role works in partnership with the ICT Team who are responsible for the contract management and engagement and delivery with the systems suppliers.

- The role co-ordinates and prioritises the required change and supports the project and programme management, this role works collaboratively as part of various project teams, linking closely with project managers, business analysts and project support functions as required.

- The role works across the whole service including all service areas and multiple staff groups. Regular connection to Social Work staff and their managers on assessing and delivering training needs, practice changes and policy and procedure implementation as required. Facilitating clarity on staff and service needs for recording systems and interpreting this for business process and system development. Supporting the development and progression of practice and service change, effectively signposting to others as needed.

- Including young people, service users and partnership agencies in design of change within the business processes and systems, working alongside a participation team.

- To hold lead practice accountability for the delivery of high-quality Case Management Systems (Eclipse and others). To ensure the CMS supports effective and efficient Social Care Practice in line with Birmingham Children's Trust's standards and statutory responsibilities.

- To ensure that the case management systems are effectively managed and compliant. Ensure that the case management system enables accurate recording of Social Care Practice in line with practice standards policies and procedures of the Trust, so that decisions and accountability can be tracked and audited.

- To lead business process and system requirement development in line with service development, practice policy and procedures. To ensure practice as recorded in the system conforms to BCT
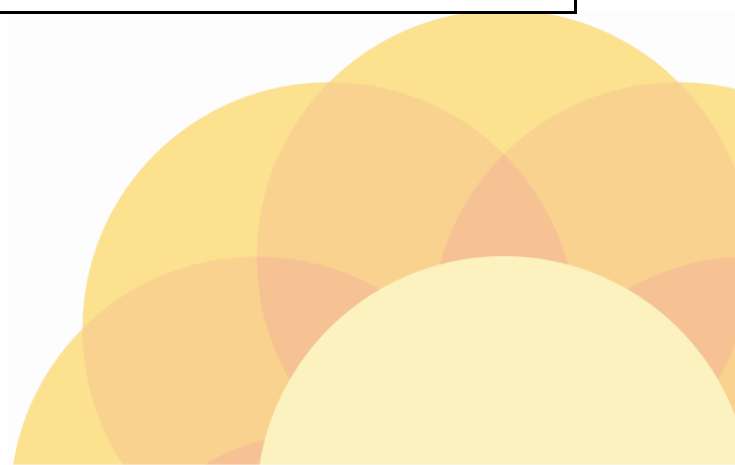
practice standards and guidance and legislation and policy. Identify areas of improvement and work with Managers including those in Quality assurance and Safeguarding to remedy.

- To work in partnership with management information team to ensure there is reportable data that meets the needs of service level reporting, DfE and Ofsted requirements.

- To produce development plans and regular service progress reports to the relevant meetings and Senior Managers to ensure effective oversight of the development of the CMS. To monitor and analyse progress against agreed service objectives and when required recommend, develop action plans and coordinate/ lead action to ensure objectives are met. This may involve chairing project teams to deliver objectives.

- Ensuring quality and consistency of recording, enabling practitioners to understand their responsibilities and meet these requirements, alongside their practice leads.

- Work in partnership with the workforce development team to deliver training to staff to effectively use the CMS (Eclipse and others).

- Work to ensure data quality and compliance to practice standards, statutory safeguarding duties and regulatory frameworks. Where concerns are identified escalate or raise this to ensure effective remedy. Collaborate to ensure the design and delivery of training is achieved to support service need.

- Establish and maintain a sustainable learning strategy for Eclipse and other CMS systems. This will include inducting new staff to the Trust as well as ensuring existing staff are confident and competent in their use of Eclipse and other CMS Systems.

- Ensure that managers are aware of recording expectations and have the right information they need to performance manage, improve and address concerns.

- Lead communication and coordination of data validation activities. Take responsibility to ensure this is achieved and accurate.

- To identify, develop and maintain relevant internal relationships and partnerships with external organisations

- Work with the ICT Team to manage the relationship with the system suppliers (BCC IT&D, OLM and others) act as the expert practice lead on behalf of the Trust.

- Lead the operational interface with the system suppliers on a day to day basis to manage and oversee system changes, undertake and coordinate user testing and determine sign-off of this to meet the service expectations.

- Lead the prioritisation of the work through the required governance arrangements.

- To represent the Trust in CMS Supplier led (OLM and others) user forums and other inter-agency strategic planning and developmental groups as and when required.

- Work effectively across the whole of the Trust with front line staff and senior managers. Ensure effective working across corporate support services and children's services more widely.

- It should be noted that the duties or tasks associated with of the post may change from time to time without altering their general character or the level of responsibility entailed and without affecting the grading of the post.

- Be aware of the Trust's aims, organisational values and behaviours and their impact on this post.

- Participate in the Trust's performance management process

- Carry out the duties of the post in accordance with the Trust's Rules, Regulations and Policies

- Carry out all duties and responsibilities with reasonable care for the health and safety of you and any other person who may be affected by your acts or omissions at work and to co-operate fully with the Trust in health and safety matters.

- To comply with the Data Protection Act 2018 (all employees of the Trust will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).

- The above-mentioned duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out such other appropriate duties as may be required within the grading level of the job and the competence of the job holder.

Key Information				
Is a Safeguarding Check needed?		**Children**	**Adults**	**Children and Adults**
	Basic			
	Enhanced	x		
Will this position have Line Manager Responsibility?	No			

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	**Method of Assessment (M.O.A)**	ESSENTIAL
Qualifications	AF/Q	A recognised social work qualification or another relevant professional qualification within a social care setting and registration with the relevant social care council or professional body within the UK. With a sound working knowledge of multiple different service areas.
Qualifications	AF/I/P	Extensive experience of Children's Social Care end to end business processes and ICT systems that support them.
Management	AF/I/P	An experienced social work manager who has a good knowledge of practice requirements and experience of working at a strategic level.
Management	AF/I	Experience of working with Technical ICT teams to collaboratively investigate and understand social care business process and ICT system issues that impact Practice.
Management	AF/I	Experience of collaboratively developing strategic workable business process and ICT solutions whilst leading practice and business support engagement and buy-in.
Management	AF/I	Experience of supervising, supporting, mentoring and advising

		unqualified, newly qualified or experienced staff.
Management	AF/I	Experience of leading and managing change within an organisational context.
Management	AF/I	Experience of promoting practice which improves outcomes for children and understanding of dealing with poor performance.
Experience	AF/I/P	Working in a multi-agency context
Experience	AF/I	Leading improvement, and quality assurance frameworks and business processes to improve the quality of social care practice.
Experience	AF/I	Experience of supporting Ofsted inspections and Peer reviews.
Experience	AF/I	Proven substantial experience of leading and managing teams of social care staff to meet targets and through periods of organisational change.
Experience	AF/I	Evidence of Continual Professional Development
Experience	AF/I	A history of service development, training delivery and effective communication skills.
Experience	AF/I	Experience of managing development projects or service improvement.
Experience	AF/I	Able to identify project risks and identify mitigations.
Experience	AF/I	IT literacy and understanding of statutory and non-statutory service requirements for service level data and data needed at a national level.
Experience	AF/I	Sound experience in relation to the investigation, assessment and the management of

		complex children's case work throughout the child's journey
Experience	AF/I	Evidence of providing strong leadership, including performance and development.
Experience	AF/I	Evidence of understanding the importance of management information, data and how to use this to inform business intelligence, how this is collated, used and reported upon.
Experience	AF/I	Evidence of successful management of services, including budgetary responsibility and delivering on set targets.
Experience	AF/I	Evidence of managing multi-agency working and partnerships to lead safeguarding policy and service provision, where necessary resolving conflict between staff and partner agencies/stakeholders.
Experience	AF/I/P	Excellent oral and written communications skills including impactful presentations to different audiences to affect attitudinal change and ensure commitment.
Experience	AF/I	Knowledge and understanding of enabling the participation of children and young people in the development of the delivery of services.
Experience	AF/I	Ability to manage both personal and professional development using supervision, consultation and support where necessary.
Experience	AF/I	Ability to work as a member of a management team and contribute to wider strategy.
Experience	AF/I	Evidence of leading and managing within an equal opportunities and anti-oppressive framework.

Experience	AF/I	An up to date working knowledge of effective evidence-based practice, legislation, statutory frameworks and professional standards.
Skills	AF/I	Excellent interpersonal skills – to support the need to deal with complex social care issues.
Skills	AF/I	Excellent organisational skills
Skills	AF/I	Excellent literacy/written skills
Skills	AF/I	In depth understanding of the statutory framework for Social Work, and proven ability to apply this knowledge.
Skills	AF/I	Ability to influence, and negotiate, challenge and resolve conflict
Skills	AF/I	Ability to exercise individual judgement and consult where and when appropriate.
Skills	AF/I	Ability to be flexible, creative and use your initiative.
Skills	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by **Part 7 of the Immigration Act 2016**

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.