

# Family Hubs Continuous Improvement Partner Grade 12

## **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

## **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth.
- Live in thriving and sustainable communities
- Be healthier and more independent for longer.

## **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens.
- Courageous – We recognise our challenges and are prepared to make courageous decisions.
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

## **About the service**

Families and Communities aim to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can.

**Role purpose:**

As a Continuous Improvement Partner (CIP) you will work with stakeholders and colleagues providing expert guidance and support on continuous improvement activity for Family Hubs in Staffordshire.

The postholder will lead, support and actively seek opportunities for continuous improvement projects and driving, developing, and embedding a consistent approach to continuous learning and improvement across Children and Families. With a focus on learning, improving processes and driving benefits the postholder will support the delivery of high-quality services to achieve our one-system vision.

**Reporting Relationships**

**Responsible to:** Family Hub Operational Lead

**Responsible for:** Continuous Improvement Manager, Continuous Improvement Officer, additional central function roles

**Key Accountabilities:**

1. Work with senior colleagues and stakeholders to determine and prioritise improvement activity and innovation, developing objectives aligned to the overall improvement strategy and improvement plans and acting as thematic lead across the team for the relevant specialism.
2. Guide and support project leads on the implementation of change initiatives within the designated business area ensuring effective cross-directorate collaboration to deliver the required outcomes in line with our vision. Lead projects within thematic area.
3. Promote co-production and equity in all projects to ensure that the voice of the child, their family, our workforce, and partners is recognised in the design of improvements.

4. Manage, mentor and develop the (thematic) team ensuring they are fully aligned and focused on delivering Directorate priorities and ensuring a culture of continuous improvement.
5. Lead on relevant forums and governance activity to ensure appropriate engagement and authorisation from the business for plans and reports.
6. Investigate key issues impacting Children and Families, researching and designing innovative solutions with colleagues across Children and Families and in partner organisations.
7. Facilitate complex continuous improvement interventions, working with diverse groups, train and coach IPET colleagues to improve wider team capability.
8. Lead and support cross-functional teams applying CI tools and methodologies ensuring they are fully aligned and focused on delivering improvement. Lead the development and embedding of skills, tools, and confidence to enable this and foster a culture of continuous improvement across Children and Families.
9. Build strong relationships, work collaboratively with and coach senior colleagues to ensure appreciation of the full performance picture and to develop a culture of high challenge and support and a values-led approach to continuous improvement.
10. Support and encourage managers and leaders to make evidenced based decisions. This includes high-level quantitative and qualitative data analysis to identify trends and areas for improvement, the commissioning of complex analysis or other assurance activity from IPET colleagues and ensuring that business cases are evidence-based.
11. Support senior colleagues across Children and Families to link issues, data, and improvement plans, and ensure assumptions are understood.
12. Facilitate the production of performance reports and our self-evaluation to ensure they provide an accurate reflection of service delivery and appropriate governance of directorate activity.

13. Provide oversight and visibility of directorate projects, procedures and communications, ensuring stakeholders, interdependencies, risk and resource implications and benefits realisation are managed.
14. Take a lead role in the preparation and co-ordination of local authority and partnership inspections.
15. Ensure an effective quality assurance framework is in place with all audits and projects are appropriately documented with an agreed purpose and measurable benefits and co-ordinate delivery against audit outcomes.
16. Collaborate, support, and negotiate with colleagues across the Council where projects impact on Children and Families resource to prioritise resource allocation.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council's objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application  
 I = Assessed at Interview  
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>• A Level 6 (Degree) or equivalent, professional qualification or other evidence of considerable analytical abilities/experience</li> <li>• Qualification or experience in Project or Program Management or a commitment to work towards</li> <li>• Demonstrate commitment to continuing professional development</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>
	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Significant, demonstrable experience in continuous improvement, delivering change projects/designing services in partnership with people and stakeholders</li> <li>• Proven experience in translating and interpreting complex information and legislative documents into policy and practice</li> <li>• Understanding of the range of methods available to engage and co-produce with children, families and stakeholders</li> <li>• Significant, demonstrable experience of undertaking needs assessment work and understanding of variety of tools and techniques which can be used</li> <li>• Project/Program Management experience; managing change and achieving targets within prescribed timelines (ideally within a Childrens social care environment)</li> <li>• Experience of initiating and leading improvement projects in a partnership environment, including supporting and challenging the development of business cases</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>

	<ul style="list-style-type: none"> <li>• Experience of designing, delivering, and managing service and culture change</li> <li>• Extensive knowledge of public sector, social care and health or NHS policy, services and legislation</li> <li>• Knowledge of the roles of local authority departments, ICB, Provider Trusts, Health Services and voluntary organisations</li> <li>• Experience of managing teams and motivating staff and colleagues to achieve maximum potential, ideally in a business support or project improvement environment.</li> <li>• Knowledge and understanding of business planning and performance management</li> <li>• Significant experience in delivering training sessions, presentations, and facilitating workshops to co-design solutions with senior managers and front-line staff.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to analyse complex facts or situations, interpret or compare a range of options and translate into practical advice.</li> <li>• Time management skills with the flexibility to adapt to changing workload demands.</li> <li>• Effective written and oral communication skills including the ability to prepare and present reports and to communicate with staff/service users at all levels.</li> <li>• Effective planning and project management skills</li> <li>• Ability to work in a complex environment and network across organizational boundaries; influencing and negotiating with others to ensure that deadlines are met.</li> <li>• Experience of using O365 and IT systems to gather, analyse and present information.</li> <li>• Effective interpersonal skills including the ability to form effective working relationships with colleagues and partners and be able to work as part of a team.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>

	<ul style="list-style-type: none"> <li>• Ability to work with elected members, board members and senior staff from internal and external organisations.</li> <li>• Ability to advise appropriately in accordance with policies and legislation.</li> <li>• Effective persuasive, influential and motivational skills including chairing and managing meetings</li> <li>• Proactive approach to problem solving and the ability to develop innovative solutions.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>
	<p>This post is designated as a casual car user</p>	



Where an applicant meets the Disability Confident scheme criteria indicated by the symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Jobcentre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please contact the Talent & Resourcing Team on 01785 278300