

Role Description



Adoption Quality and Development Lead

Line manager: Assistant Service Director

Direct reports: Staff within certain projects i.e Birth relatives service (may supervise staff/contractors on ad hoc occasions during other periods),

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The Adoption Quality and Development Lead plays a key role in supporting the delivery of high-quality adoption and adoption support services. The post holder will lead on quality assurance activities, policy development, complaints investigations, and specific projects, ensuring compliance with regulatory standards and contributing to continuous improvement. They will be one of PACT's agency decision makers. They will also manage projects such as the birth relatives project and support digital and training initiatives. The role requires collaboration across teams, liaison with external agencies, and occasional cover for Team Managers.

Key tasks

1	Lead on quality assurance of the work across the adoption service, developing and implementing systems to support this task. Prepare six-monthly and annual quality assurance reports for DMT and Trustees.
2	Undertake quality assurance of case files, prospective adopter reports and other key documents as required, ensuring compliance with statutory requirements and internal standards. Provide constructive feedback to staff, giving guidance and support as required, ensuring reports prepared are of a consistently high standard.
3	Contribute to the management audit process, collate findings, and share learning with staff.
4	Lead on inspection readiness for the service, highlighting commitment to maintaining exemplary service delivery and on-going service improvement, tracking action plans and reporting compliance against agreed national minimum standards

5	Champion data and service feedback by collating, analysing and communicating service satisfaction and feedback to evidence outcomes and inform practice and service improvement.
6	Act as an Agency Decision Maker demonstrating a high standard of knowledge and experience of permanency planning for children, adoption and childcare law and practice. Able to influence agency policy and decisions and contribute to the quarterly adoption panel business meetings.
7	Lead on the management of complaints within the adoption service (with input from colleagues as required), including receiving and summarising the complaint and desired outcomes; and providing timely, clear written responses.
8	Collate, analyse and embed learning from compliments, complaints and disruptions into policy, guidance and staff training; contribute to quarterly Board reports.
9	Maintain the operational policy and procedure framework, ensuring regular review cycles with responsibility for the updating of policies to ensure the consistent provision of outstanding services to children and families.
11	Manage projects such as our birth relative projects, write project proposals, supervise workers involved, quality assure delivery, liaise with relevant LAs and attend scheduled meetings. Produce quarterly and annual reports and monitor associated budgets in relation to this work. Where required, contribute to the bid process for similar work.
12	Organise and facilitate the Adopter Reference Group and support adopters to participate in relevant external forums.
13	Work with the digital team, adoption support team and adopted young people to develop accurate, accessible online resources for adopted young people, ensuring quality and safeguarding standards.
14	Prepare and contribute to training for all adoption staff and panel training.
15	Contribute to the cover arrangements for team managers across the service during annual leave/sickness.
16	Participate in DMT/SMT meetings; contribute to monthly briefings, KPIs and performance monitoring across the service.

Other	
17	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
18	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
19	To undertake occasional evening and weekend work and activities as required.
20	To support information about events and family days as required.
21	To network within wider circles (e.g. Regional Adoption Agencies, Local Authorities, CoramBAAF, Consortium of Voluntary Adoption Agencies) to drive the development and implementation of best practice and maintain relationships.
22	To develop and contribute to comprehensive procedures to record information and data required to inform performance monitoring; internally and externally.

23	To ensure adherence to current financial procedures.
24	To demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.
25	Promote trauma informed, respectful support that acknowledges the lifelong impact of adoption for birth relatives and children.
26	Listen to and amplify the voice of adopters and children, ensuring continuous improvement and responsiveness of services.
27	Undertake other project work as required.
28	Undertake any other duties with Adoption Services commensurate with the post as directed by the Assistant Service Director.

Person specification

Essential competencies	
<input type="radio"/>	Recognised Social Work qualification and registration with Social Work England (SWE).
<input type="radio"/>	Substantial post-qualification experience of at least three years in adoption / children's services, including quality assurance/audit and inspection preparation.
<input type="radio"/>	Excellent knowledge of adoption legislation, regulations, National Minimum Standards and statutory guidance; able to apply these to policy and practice.
<input type="radio"/>	Safeguards and promotes the welfare of children and young people and has knowledge of child protection procedures.
<input type="radio"/>	Has sound experience of operational and budget management and service delivery within children's services in local government or the voluntary sector with a demonstrable and proven record of achievement.
<input type="radio"/>	Has experience of preparing for and contributing to Ofsted inspections.
<input type="radio"/>	High-quality written and verbal communication, including the ability to produce clear, comprehensive, evidence-based reports and project proposals and make well-reasoned recommendations to diverse audiences, including senior managers and trustees. Fluent in written and spoken English.
<input type="radio"/>	Has knowledge of current Government policy, legislation and regulations in relation to children and families, particularly adoption, and ability to apply this to PACT's own internal policies to ensure compliance.
<input type="radio"/>	Can represent PACT confidently and positively with partner organisations.
<input type="radio"/>	Strong analytical and organisational skills: able to work independently, manage a varied workload to deadlines, and respond flexibly to changing priorities.
<input type="radio"/>	Stakeholder engagement skills: able to advise, influence and provide constructive challenge across internal teams, panel members and external partners/ADMs.
<input type="radio"/>	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively within a small team.
<input type="radio"/>	Has excellent problem solving skills and can apply these creatively, within the confines of the regulatory constraints of the work.
<input type="radio"/>	Acts with integrity and discretion and maintains and respects strict confidentiality.

<input type="radio"/>	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT.
<input type="radio"/>	Proficient in use of IT: Microsoft Office and database systems.

Desirable competencies	
<input type="radio"/>	Experience as an Agency Decision Maker or close interface with panel processes.
<input type="radio"/>	Project management/service improvement experience (bids, implementation, evaluation).
<input type="radio"/>	Familiarity with digital platforms and online resource development.
<input type="radio"/>	Previous experience in the voluntary sector.
<input type="radio"/>	Has a working knowledge of the CHARMS database

Additional information

All PACT opportunities are based in the UK, and you must be eligible to live and work in the UK.

This role is advertised as either full time (37 hours per week, 5 days per week) or part-time: the equivalent of 4 days per week either worked over 4 or 5 days.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Enhanced.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.