

## Job Description

<b>Job Title:</b>	Head of Service
<b>Work base:</b>	Based in our Cockfosters Office until January 2025, then moving to Coram Campus (with hybrid home working)
<b>Service:</b>	Coram Intercountry Adoption Centre (IAC) a Voluntary Adoption Agency Coram Adoption (part of Coram Group of Charities)
<b>Reporting to:</b>	Managing Director, CoramIAC
<b>Supervisory responsibilities:</b>	Adoption Team Managers, Intercountry Assessments, Domestic Adoption and Adoption Support, Senior Practitioners and Business Support staff.
<b>Salary:</b>	Circa. £60,000 per annum (Full Time)

### Introduction

Coram IAC, is a Voluntary Adoption Agency, which specialises in Intercountry Adoptions. This position is a member of the Leadership Team and will have a pivotal role in leading, developing and managing a range of operational adoptions services, ensuring that they meet the needs of children we are providing services for, including all legal, policies, guidelines, and internal standards. They will play a key role in helping to develop new services and where appropriate will take operational control of these.

The Head of Service post holder will take the lead responsibility (under Ofsted registration) as the **Adoption Manager** of Coram IAC. They will ensure the ongoing delivery of an outstanding VAA that is fully compliant with national minimum standards and regulations; and ensuring high quality adoption support and a sufficient supply of adopters that reflects the diversity of the countries they are adopting from.

Applying to adopt in the UK is open to anyone already in the process with Coram IAC but we do not actively recruit domestic adopters like other VAAs. Approved Intercountry Adopters may however request to change their approval advice to the UK if they are considered a suitable match for children available and waiting for permanence through Adoption in the UK.

Coram IAC predominantly serve prospective adopters from the global majority and as such recruit and train a highly diverse and skilled group of adopters to enable the best outcomes for children whilst also offering adopter and sector diversity for potentially harder to place children. This includes family groups and older children. Our offer to RAAs via our domestic program therefore delivers families for children who often wait the longest in the care system.

**Coram IAC Adoption Support Services** – to consider the needs of children placed with all Coram IAC adopters and how we can best support their current and future needs to be met. Consider the therapeutic needs of children to be, or placed, with adopters and develop services and training to better prepare and support families to meet those needs. Ensuring comprehensive, high quality and

accessible services are provided for children and families and the impact of interventions is monitored and needs met with good outcomes evidenced.

### **Purpose of the Role:**

You will be joining a small but dynamic Leadership and Operational Management Teams and will directly supervise Team Managers and experienced Senior Practitioners, Business Support administrator and sessional Social Workers as necessary.

As a member of the Leadership Team, you will have a pivotal role in developing and managing Coram IAC's services, including:

- The intercountry Assessment Team
- UK Country Programme (domestic adoption)
- Adoption Support Services – to consider the needs of children placed with all IAC adopters and how we can best support their current and future needs to be met
- Training Services for Applicants, Adopters and Professionals: adoption, children's social care workers and managers
- Professional Services that might be offered to contracting parties on a bespoke basis.

The aims and objectives of the Head of Service role are to ensure current and future services:

- a. are safe for children, adults, and the workforce
- b. provide effective and safe placements to children needing adoption
- c. meet the needs of children in relation to equality, diversity, and inclusion
- d. deliver excellent customer service
- e. respond to current and emerging needs and trends across adoption
- f. are in line with current best practice and theoretical perspectives
- g. respond to identified need and provide innovative solutions to problems
- h. are managed within defined budgets are monitored with regards to performance against agreed targets and Performance Indicators, using the approved systems in place.

Below are the main duties and responsibilities of the Head of Service role.

### **Main Duties & Responsibilities:**

1. Provide clear and visible leadership for the Managers in their service, taking overall responsibility and accountability for their management, performance, quality of their outputs, including recruitment/retention, induction, training and development, performance management and succession planning.
2. Deputise for the Managing Director and lead departmental management meetings and initiatives as required.
3. Safeguard and protect vulnerable adults and children in accordance with Coram IAC's Policies and Procedures at all times and deputise for the Managing Director who is the Safeguarding Lead.
4. Manage and motivate staff in the performance of their duties in a way which encourages loyalty, dedication, and high professional standards, in line with IAC strategy as determined by the Leadership Team and Trustee Board.

5. As a member of the Leadership Team, work with senior Managers and Board in the development and definition of new services, ensuring that the operational procedures which support service delivery are fit for purpose.
6. Fulfil the legal requirements as a registered Adoption and Adoption Support Agency dealing with domestic adoption, intercountry adoption and the provision of adoption support.
7. Consider the therapeutic needs of children to be, or placed, with adopters and develop services and training to better prepare and support families to meet those needs. Ensuring comprehensive, high quality and accessible services are provided for children and families and the impact of interventions is monitored and needs met with good outcomes evidenced.
8. To work to the policies and procedures of the organisation, to promote these with staff and to ensure that they are maintained and developed appropriately. Keeping up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
9. Assist the Managing Director in budget setting and liaising with Finance and senior Managers to ensure that sufficient funds are secured for the service in order to maintain and develop services. To assist with the monitoring of financial performance, ensuring effective deployment of resources and compliance against agreed targets/budgets.
10. To ensure that the analysis of data, performance and financial information is fully utilised to improve and inform the direction of service delivery.
11. To manage both financial and reputational risk to Coram IAC and the Coram Group at all times. To exercise appropriate budgetary control and authorisation of expenditure in line with the Coram group
12. To work effectively to ensure a high-quality assurance of the service through the establishment of effective quality assurance systems; audit, management of complaints and the learning from disruption
13. To be competent in identifying and undertaking notifications to Ofsted, as well as preparing for and participating in Ofsted Inspections and feedback to any regulatory bodies.
14. To oversee the provision of a support service for adopted adults adopted in the UK or abroad, including Birth Records Counselling.
15. Establish and maintain effective working relationships on a local and national basis including Regional Adoption Agencies, Local Authorities, Voluntary Adoption Agencies, DfE, CVAA, EurAdopt, Academic institutions and other bodies to promote Coram IAC and its adoption and permanency opportunities to develop new business strategies and initiatives.
16. Keep up to date with national, international, and local developments via a wide range of forums e.g., social media and national and local press agencies to develop and influence practice within IAC.
17. Act as an ambassador for Coram IAC, adoption and permanence at all times across the sector and our networks, including speaking on our behalf as agreed by the Leadership Team.

18. To manage and monitor the overall performance of Coram Adoption staff within the VAA, ensuring that direction is clear, standards of practice set, supervision in place and annual performance appraisals completed.
19. To recognise and challenge all forms of discrimination and prejudice in the workplace.
20. To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
21. To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
22. To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)
23. Undertake any other duties deemed commensurate with this post as directed by the Managing Director or Group CEO.

**13<sup>th</sup> May 2024**

**Person Specification**

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<b>Skills &amp; Experience</b>	
1.	A degree in Social Work or equivalent and registration with Social Work England (SWE).
2.	Significant post qualification experience at Team Manager level in adoption services and a demonstrated passion for working in the adoption, children & families sector.
3.	Knowledge of current government policy, strategy, and legislation in relation to adoption, and ability to apply this to IAC's own internal policies to ensure compliance.
4.	Experience of defining and setting clear targets and Key Performance Indicators to drive a high level of performance and service delivery. Some experience of developing strategies and contributing to business planning.
5.	A solid understanding of therapeutic needs of children and experience of managing and the development of adoption support services to best meet these needs.
6.	Excellent communication skills: demonstrating the ability to compile information into simple factual reports or presentations, ensuring that information is clear, relevant and concise, and the ability to articulate IAC's business models to a wide range of audiences.
7.	Ability to manage, encourage, enthuse and develop team members through regular team meetings, supervision and events – in addition to appraisals and performance management.
8.	Excellent understanding of safeguarding children and child protection work, particularly within the context of adoption and permanence work.
9.	Experience of leading projects and service improvement initiatives that create impact.
10.	Experience of networking and building effective working relationships across the sector to improve practice, performance and outcomes.
11.	Experience of budget management and control, forecasts and reporting.
12.	Ability to delegate effectively responding appropriately to shifting priorities and timescales for delivery of work.
13.	Strong time management and organisational skills including the ability to prioritise effectively and work to deadlines.

14.	Competent in the use of a range of IT tools, including databases, e.g., Charms, E-mail and other Microsoft Office products.
15.	Able to work flexibly to meet service needs e.g., occasional weekend/evening work, and work autonomously.
<b>Desirable Attributes</b>	
16.	Car driver with valid licence.