

Title Social Work Support Officer (DCPT) – Children's Social Care	Department Children, Families and Young People	Post Ref.
Job Purpose To provide specialist support to social workers in the provision of child protection across Nottinghamshire, by providing a consistent contact point for families, carers and professionals.		
Key Responsibilities 1. To be a consistent point of contact for families and carers of children and young people - this will include identifying client needs and giving practical assistance and advice to support them with any immediate crisis. 2. Under direction from the social worker, to liaise with NCC colleagues, partner agencies and with other professionals in order to commission services; to follow appropriate referral routes and keep all parties informed of key dates; to provide a consistent contact point for all parties; to provide advocacy and support for families; and to check all invoices or payments made to outside agencies. 3. To manage the visit and statutory meeting schedules for the social work team to which they are aligned. This will involve direct contact with the families, carers and professionals involved. 4. To establish and maintain accurate systems of key statutory requirements for children as directed by the social workers; to communicate with relevant parties to make sure they are aware of progress, issues and due dates in advance; to arrange and minute meetings if Business Support colleagues are unavailable; and to distribute minutes within an agreed timescale. 5. To complete all initial documentation relating to the child/young person on behalf of the social worker. This will involve direct contact with families, carers and other agencies to collate and record key information. 6. Under direction of social workers, to deal with queries from internal and	Key Accountabilities 1. To assist social workers to ensure the safeguarding of vulnerable children/young people. 2. To provide a consistent point of contact for all parties. 3. With guidance from social workers, provide direct support to families and carers. To co-ordinate the provision of services and to take reasonable steps to ensure that parents/carers and young people make use of such services.	

- external agencies, including recording queries, investigation and providing a response.
7. To coordinate all contact sessions between children and their families which do not fall within the remit of the Contact Service.
 8. To arrange transport for children and young people (except for transport to Contact sessions).
 9. To make essential purchases for the child/young person under direction from the social worker – this will include accompanying the child/young person to a shop and assisting with purchases.
 10. To coordinate passport applications, including collation of necessary documentation, organising payment, and physically collecting passports where the need is urgent.
 11. To source information and advice so that social workers can signpost families and carers to appropriate services.
 12. To contribute to the collation of feedback from service-users, by assisting in the design of questionnaires, recording of feedback, and production of reports for service and team managers.
 13. To coordinate work passed to Business Support colleagues from the social work team to maximise resources and reduce duplication of effort.
 14. To organise and prioritise own workload based on service procedures and an understanding of team priorities.
 15. To assist with inducting new members of staff into the service area.
 16. To organise staff training as appropriate and maintain staff training records.
 17. To use systems to authorise services on behalf of Social Workers, such as CAS requests.
 18. To administer any financial payments to service users as directed by Social Workers.
 19. To ensure confidentiality of information in line with County Council policy and relevant legislation, in respect of records maintained and tasks undertaken. This includes maintaining strict confidentiality in relation to personal information (including that of service users and other employees) which may become known in the course of work or associated activities.
 20. To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. Also, in accordance with relevant legislation, to take reasonable care of own health, safety and welfare, and that of other persons who may be

affected by the performance of duties. 21. The post holder will be expected to demonstrate commitment and to comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. This principle applies equally to all aspects of the role. 22. To participate in individual supervision and appraisal systems with the line manager. 23. To work proactively to promote good working relationships between Children's Social Care and other agencies. 24. To maintain a high standard of work by ongoing evaluation with the support of the line manager and ensuring work is based on best practice and evidence based where possible	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge	Personal skills and general competencies
1. The postholder must be educated to English and Maths at GCSE Grade C or above, OR provide demonstrable evidence of competency at this standard. Experience 7. At least one years' experience of working in a social care environment, through statutory or voluntary work experience, would be desirable. 8. Experience of using Framework or an aptitude for developing knowledge 9. Working knowledge of Microsoft Excel and Microsoft Word. 10. Experience of providing appropriate service in an anti-discriminatory, anti-oppressive way 11. Understanding of and commitment to Nottinghamshire's Equal Opportunities Policy. 12. Understanding of how to handle confidential information.	2. Puts into practice the Council's commitment to excellent customer care. 3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 4. Works well with colleagues but also able to work on their own initiative. 5. Contributes meaningfully and thoughtfully in team meetings to improve outcomes for children and families. 6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

13. Knowledge that there is a legal framework underpinning children's services. 14. Ability to communicate with people of all ages, verbally and in writing. 15. Ability to work as part of a team. 16. Ability to manage own workload and set priorities for work. 17. Ability to learn from and use the support of the line manager and accept responsibilities to them.	
Role Dimensions 18. There are no caseholding responsibilities associated with this role. 19. There is no management of staff associated with this role. 20. Tasks will be performed in the following locations: NCC offices, community venues, service-user's homes.	<i>Please attach a structure chart</i>

Date 02/03/16