

Title Adoption Social Worker Support Officer	Department Children, Families and Cultural Services	Post Ref.
Job Purpose <p>To provide specialist support to social workers within Adoption East Midlands, by providing a consistent point of access for clients and professionals and undertaking practical assistance under the direction of the team manager and social workers. Adoption East Midlands Social Workers are supported across the adoption service by Social Worker Support Officers therefore specific responsibilities and tasks can vary dependent on the Team in which based.</p>		
Key Responsibilities <ol style="list-style-type: none"> 1. To be a consistent point of contact for families and adopters of children and young people and adopted adults – this will include responding to Information Line calls and emails, identifying client needs and giving practical assistance and advice to support them with any immediate needs. This will include appropriate and accurate recording of needs and actions. 2. Under direction from the social worker, to liaise with colleagues, partner agencies and with other professionals in order to commission services for young people and their families; 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 3. To manage statutory and non-statutory meeting schedules for the adoption team. This will involve direct contact with the clients and professionals involved to gather relevant information and documentation. 4. To establish and maintain accurate systems of key process requirements for clients as directed by the social workers; to communicate with relevant parties to make sure they are aware 	Key Accountabilities <ol style="list-style-type: none"> 1. To assist social workers to ensure the timely and effective delivery of adoption services to children and families across the Region. 2. To provide a consistent point of access for all parties. 3. With guidance from social workers, provide direct guidance and support to clients. 4. To assist social workers to ensure the safeguarding of vulnerable children / young people. 	

of progress, issues and due dates in advance, updating records as appropriate.

5. Under direction of social workers and team managers, to deal with queries from internal and external agencies, including recording queries, investigation and providing a response.
6. To source information and advice so that social workers can signpost clients to appropriate services and materials, including the update and maintenance of the Adoption Portal.
7. To co-ordinate work passed to business support colleagues from the adoption team to maximise resources and reduce duplication of effort.
8. To organise and prioritise own workload and work to timescales based on service and team priorities.
9. To organise training as appropriate and maintain training records for clients and social workers.
10. To administer any financial payments for other services as directed by social workers or team manager.
11. 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 clients and employees) which may become known in the course of work or associated activities.
12. 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.

<p>13. 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.</p> <p>14. To participate in individual supervision and appraisal systems with the line manager.</p> <p>15. To attend monthly Team Meetings</p> <p>16. To work proactively to promote good working relationships between Adoption East Midlands, Children's Social Care, young people & families and other agencies, seeking appropriate and timely evaluation of services.</p> <p>17. Any other tasks and / or project work as agreed by the Team Manager.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification**Education and Knowledge**

1. The post holder must be educated to English and Maths at GCSE Grade C or above, OR provide demonstrable evidence of competency at this standard.

Experience

9. At least one years' experience of working in a social care environment, through statutory or voluntary work experience, would be desirable.
10. Experience of using electronic recording systems or an aptitude for developing knowledge.
11. Working knowledge of Microsoft Excel and Microsoft Word
12. Experience of providing appropriate service in an anti-discriminatory, anti-oppressive way.
13. Understanding of and commitment to Nottinghamshire's Equal Opportunities Policy.
14. Understanding of how to handle confidential information.
15. Knowledge that there is a legal framework underpinning adoption and children's services.
16. Ability to communicate with people of all ages, verbally and in writing.
17. Ability to work as part of a team.
18. Ability to manage own workload and set priorities for work.
19. Ability to learn from and use the support of the line manager and accept responsibilities to them
20. Written, verbal and listening communication skills.

Personal skills and general competencies

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. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
6. Driving Licence and access to a car (a taxi service will be made available for disabled persons) is desirable.
7. Must be prepared to work flexibly.
8. Must undertake an enhanced DBS check

Role Dimensions

21. There are no case holding or financial responsibilities associated with this role
22. There is no management of staff associated with this role.

Please attach a structure chart

Date 26th July 2021

Tier 7 - Frontline Roles