

Title Social Work Support Officer (Fostering) – Children’s Social Care	Department: Children, Families and Cultural Services	Post Ref
Job Purpose <p>To provide specialist support to social workers across Nottinghamshire, by providing a consistent point of access for service users and professionals, undertaking practical assistance under the direction of the team manager and social workers. This role will have a specific remit for the retention and recruitment of Foster Carers.</p>		
Key Responsibilities <ol style="list-style-type: none"> 1. To be a consistent point of access for foster carers of children and young people – this will include identifying carers’ needs and giving practical assistance and advice. 2. Under direction from the supervising social worker, to liaise with NCC colleagues, partner agencies and with other professionals and keep all parties informed of key dates; to provide a consistent contact point for all parties 3. To manage statutory meeting schedules for the fostering team to which they are aligned. This will involve direct contact with the carers and professionals involved to gather relevant information and documentation. 4. To establish and maintain accurate systems of key statutory requirements for foster children as directed by the supervising social workers; to communicate with relevant parties to make sure they are aware of progress, issues and due dates in advance. 	Key Accountabilities <ol style="list-style-type: none"> 1. To assist supervising social workers to ensure the safeguarding of vulnerable children/young people. 2. To provide a consistent point of access for all parties. 3. With guidance from supervising social workers, provide direct support to carers. 4. To co-ordinate the provision of services and to take reasonable measures to ensure that carers and foster children make use of such services. 	

<ol style="list-style-type: none"> 5. To arrange and minute relevant meetings if Business Support colleagues are unavailable and to distribute minutes within an agreed timescale. 6. Under direction of supervising social worker and team manager, to deal with queries from internal and external agencies, including recording queries, investigation and providing a response. 7. To support foster carers in arranging and providing transport for children and young people when the foster carer is unable to so provide. 8. To assist supervising social workers as appropriate with the foster carers annual review process and paperwork. 9. To source information and advice so that supervising social worker can signpost carers to appropriate services. 10. To contribute to the collation of feedback from foster carers, by assisting in the design of questionnaires, recording of feedback, and production of reports for fostering managers. 11. To co-ordinate work passed to business support colleagues from the fostering team to maximise resources and reduce duplication of effort. 12. To organise and prioritise own workload and work to timescales based on service and team priorities. 13. To assist with inducting new members of staff into the service area. 14. To organise training as appropriate and maintain training records for carers and supervising social workers. 15. To use systems to authorise services on behalf of supervising social workers. 16. To administer any financial payments to foster carers, as directed by supervising social workers. 17. 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 	
---	--

<p>(including that of service-users and employees) which may become known in the course of work or associated activities.</p> <p>18. 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> <p>19. 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>20. To participate in individual supervision and appraisal systems with the line manager.</p> <p>21. To work proactively to promote good working relationships between Children's Social Care and other agencies.</p> <p>22. 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.</p> <p>23. Any other tasks 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 <ol style="list-style-type: none"> 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. 	Personal skills and general competencies <ol style="list-style-type: none"> 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 outcome for foster carers. 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 and also treating all with respect and consideration.
Experience <ol style="list-style-type: none"> 10. At least one years' experience of working in a social care environment, through statutory or voluntary work experience, would be desirable. 11. Experience of using electronic recording systems or an aptitude for developing knowledge. 12. Working knowledge of Microsoft Excel and Microsoft Word. 13. Experience of providing appropriate service in an anti-discriminatory, anti-oppressive way. 14. Understanding of and commitment to Nottinghamshire's Equal Opportunities Policy. 15. Understanding of how to handle confidential information. 16. Knowledge that there is a legal framework underpinning fostering and children's services. 17. Ability to communicate with people of all ages, verbally and in writing. 18. Ability to work as part of a team. 19. Ability to manage own workload and set priorities for work. 20. Ability to learn from and use the support of the line manager and accept responsibilities to them 21. Written, verbal and listening communication skills. 	<u>General</u> <ol style="list-style-type: none"> 7. Driving licence and access to a car (a taxi service will be made available for disabled persons) is essential. 8. Must be prepared to work flexibly. 9. Must undertake an enhanced DBS check.

Role Dimensions <ol style="list-style-type: none"> 1. There are no case-holding responsibilities associated with this role. 2. There is no management of staff associated with this role. 3. This role will generally practice in NCC offices, community-based venues, and foster carer homes. 4. This role will focus on retaining and recruiting Foster Carers for Nottinghamshire County Council. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date: April 2016