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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Senior Administrative Support Officer to Social Workers  | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Head of Business Support |
| **DEPARTMENT**: | **GRADE:** 6 |
| **JE REF:** | 0173 | PANEL DATE: | 30/11/2021 |
| **1.** | **MAIN PURPOSE OF JOB**To provide comprehensive administrative Support to Social Workers to manage their caseloads and assist frontline social work teamsProvide fundamental administrative support behind the scenes to assist frontline teams in safeguarding young people, promoting their welfare and maximising their life chances. Assist Social Workers to manage their caseloads whilst the Social Worker retains overall responsibilityTo act on behalf of Social Workers and their team as a central point of contact for families, partners and professionals, other Council services, staff, external organisations and members of the public (including vulnerable children) promoting high quality, effective policies, practices and interagency safeguarding. Delivering confidential and high quality, often ad-hoc and responsive administrative support to the Social Workers and their respective teams, other office staff and partners in contributing to the development of various agendas including safeguarding. |
| **2.** | **KEY TASKS:** |
|  | i | To plan and manage the Social Workers schedule and workload priorities in order to ensure that all appropriate deadlines are met. |
|  | ii | To ensure that the Social Workers are fully prepared for meetings by anticipating requirements and securing appropriate papers and relevant information.  |
|  | iii | Draft and prepare correspondence under guidance of the Social Worker or Team Manager. |
|  | iv | To act as central point of contact and liaise with internal staff and external agencies, obtaining and collating information Including updating appropriate databases.  |
|  | v | To act as administrator to the Social Workers Team as required. This includes maintaining a forward agenda, collating and distributing meeting papers, taking and circulating minutes and undertaking /ensuring follow up action as appropriate. |
|  | vi | To arrange, support and record various meetings including taking and distributing minutes, notes and other supporting papers and associated data input. |
|  | vii | To deal personally with telephone enquiries from colleagues, professionals and members of the public (including vulnerable children and families), without recourse to senior staff wherever possible.  |
|  | viii | To proactively arrange associated meetings on behalf of the Social Worker ensuring that arrangements are within statutory timescales, clearly communicated and delegates receive adequate briefing, as appropriate. To arrange supporting itineraries, equipment, transport and accommodation as required. |
|  | ix | To establish and maintain effective filing systems utilising a ring forward system and appropriate cross-referencing. To provide photocopying and other administrative support as required. |
|  | x | To handle all sensitive information and communications with the utmost integrity and confidentiality.  |
|  | xi | To perform in times of cover and where required, administrative support functions to support the wider Social Work team. |
|  | xii | To draft responses to written enquiries/ complaints and to exercise discretion as to the Social Workers involvement. To type and prepare draft letters, reports and other forms of communication for circulation both within the Council and externally. |
|  | xiii | To assist in the production of management information for statistical purposes and Government returns. To assist in the related copying and distribution of reports, action sheets and agendas. |
|  | xiv | To support budget monitoring through provision of timely and accurate information to Social workers. |
|  | xv | Support SW’s in the completion of HR paperwork eg new starters and transfers  |
|  | xvi | To exercise careful and informed judgements about the redirection to other staff / agencies enquiries from or about children / young people who may be at risk. To interrogate the Council’s children’s client management system to inform such judgements. Managing enquiries and telephone calls from clients and professionals. To use knowledge and judgement in ensuring the correct route of referral is determined in response to urgent safeguarding issues |
|  | xvii | Update publically accessible web pages with documentation and information in a timely manner, liaising with external agencies where required. |
|  | xviii | Arranging transport for children, families and Social Workers as required. |
|  | xix | Undertake financial administration in line with the Council’s policies and procedures, for example requesting purchase orders, processing invoices and processing purchase card transaction requests on behalf of Social Workers. |
|  | xx | Completing referrals for children and families to other agencies, with minimal guidance from the Social Worker. |
|  | Xxi | Creating and updating documentation on behalf of Social Workers, including chronologies and genograms. |
|  | Xxii | In line with the Council’s information sharing protocols, providing relevant and timely updates to partner agencies regarding children and families. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 0 Indirect: 0   |
| **4.** | **CREATIVITY & INNOVATION*** Subject to policy and procedural guidelines, the jobholder is able to use initiative in the management of their workload to meet the varied needs of the Social Workers. This can be heavily influenced on a daily basis by departmental priorities, incoming queries, and unscheduled meetings.
* Uses initiative in proposing, designing and implementing changes to working practices and/ or processes for own and departmental administrative work area, including but not limited to identifying opportunities for efficiency improvements, removal of duplication and improved customer service.
* Subject to minimal supervision, but within a regulated work environment, the post holder needs to use some creativity in dealing with non-routine administrative matters.
* Post holder will often respond to emails, letters and queries on behalf of the Social Worker without their involvement.
* Demonstrate a proactive and professional approach when dealing with conflict and confrontational situations, responding to incoming queries independently and in consultation with the Social Worker and providing an excellent representation of the service by being professional and well informed.
* The ability to form trusting and sustainable relationships with Social Workers, senior management, partners, professionals and families and an appreciation of the impact their work has on children and families and the reputation of the council.
* Deploying excellent influencing and negotiating skills when managing workloads and deadlines involving reports and information requests from Heads of Service, Service Managers, Partner agencies and staff.
* Develop, deploy and manage efficient systems for follow-up and forward planning.
* Ability to deal with sensitive matters with empathy and discretion.
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| **5.** | **CONTACTS & RELATIONSHIPS*** The post holder reports directly, under a minimum of supervision to the Head of Business Support who holds key responsibilities for the personal development and training within this role.
* The post holder will have a key relationship with the Social Worker providing a high level of support and assistance for them including arranging appointments/ meetings, dealing with incoming correspondence (where appropriate delegating work to others on behalf of the Social Worker), obtaining and providing information, sometimes of a nature which is not straightforward and ensuring the Social Worker and their team are well prepared to carry out their duties.
* The post holder will be the first point of contact for the Social Worker, liaising with a wide range of people including, external agencies, and members of the public, for both enquires and requests for information and handling them as appropriate.
* The post holder will be the first point of contact on behalf of the Social Worker which will involve taking calls of a distressing and harrowing nature, which must be carefully and sensitively actioned.

Regular external contact with:* Council’s key partners
* External agencies and businesses
* Members of the public
* Other relevant organisations as dictated by the service
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| **6.** | **DECISIONS – discretion & consequences**To avoid putting vulnerable members of the public at risk:* The post holder must be able to decide when a matter referred requires an urgent response e.g. safeguarding.
* The post holder must know how to respond robustly and in a timely manner to various issues including child protection enquiries/referrals.
* To personally handle sensitively any direct contact e.g. from looked after children or their foster carers.
* To assess and respond appropriately to queries from members of the public including those whose family members may be in receipt of or requesting specialist services.
* To personally prioritise, handle and screen enquiries from Statutory or Voluntary Agencies and members of the public, without recourse to senior staff wherever possible. To redirect enquiries to other agencies and/or other staff when appropriate.
* The post holder must have the ability to deal and field with all regular enquiries, professionally and sensitively, recognising that some of these enquiries may be of a sensitive or controversial nature, and be able to provide accurate and appropriate responses within statutory, legal and policy guidelines. Getting this wrong is likely to have an adverse effect the reputation of the Council.
* To handle all sensitive information and communications with the utmost integrity and confidentiality.
* Liaising with Social Workers and senior managers to co-ordinate efforts to ensure that objectives and tasks are completed on time and in line with statutory timescales.
* Organising multiple aspects of the Social Workers caseload in accordance with the Social Workers requirements.
* Manage the Social Workers diary, using discretion when scheduling meetings and appointments as necessary, in line with changing daily priorities.
* Provide a confidential service in relation to staffing/HR matters.
* Prioritises work activities and diary management in keeping with the demands of the Social Worker taking a proactive approach with minimal supervision. Failure to meet assigned deadlines may impact on the ability of the Social Worker and their team to fulfil their role in line with service expectations and statutory requirements.
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| **7.** | **RESOURCES – financial & equipment**(Not budget, and not including desktop equipment.) Description ValueAuthorised Purchase Card Holder £500 (single transaction) |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands** * Nature of working environment leads to reactive, unplanned work with conflicting demands.
* Many tasks are to be prepared to a deadline. Deadlines are often at very short notice. Must prioritise own work and that of others to meet targets.
* Must be flexible in working hours to meet specific needs, as required by the Social Worker and agreed with Line Manager.

**Physical demands*** Normal office environment, regularly works at computer.
* May be required to work from other Council sites, for example Children’s Centres.

**Work conditions*** Normal office environment

**Work context*** + Minimum risks to personal or physical safety.
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| **9.** | **KNOWLEDGE & SKILLS*** Good level of safeguarding awareness and an understanding of the councils child protection arrangements.
* Good understanding of the councils Corporate Parenting role and responsibilities.
* Good level of understanding of the multi- agency environment in which the Social Worker works
* Educated to GCSE level, including English.
* At least 2 years’ recent high level administrative experience
* Excellent organisational and administrative skills.
* Experience of organising, supporting and minuting meetings.
* Comprehensive experience with significant experience of Word, Excel and specialist data systems
* Good numeracy skills and the ability to produce manipulate and interpret spreadsheets and reports.
* Able to retrieve and manipulate information from various sources including internet and intranet.
* Good knowledge and understanding of the work undertaken by Social Workers
* Good knowledge of the practical challenges of working with children and families.
* Effective communicator, with ability to compose concise and clear written correspondence.
* Able to work satisfactorily under pressure and to tight deadlines.
* Able to work on own initiative, be resourceful, focused and pro-active.
* Excellent interpersonal, negotiating and persuasive skills. Ability to deal with staff and external contacts with tact and diplomacy.
* Demonstrate integrity, discretion and sensitivity.
* Enable good working relationships.
* Ability to remain cool and level headed when actioning and dealing with extreme issues.
* Ability to use influencing and negotiating skills to effectively manage workloads and deadlines.
* The ability to manage competing work streams as the post demands.
* Ability to undertake training as required by the post.
* A proactive approach with a focus on collaboration and team working within a multi-agency environment.
* Ability to handle sensitive and confidential information with tact, diplomacy and in line with GDPR requirements.

*This post requires the post holder to undertake a Basic Criminal Record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Head of Business SupportThis postJobs reporting up to this one:None |