

Role Profile

Job Title:	Practice Support Officer	Grade: 6	Spinal column point range: 26 - 28
Department:	Safeguarding & Support	Post no.:	Various
Directorate:	Children's Services	Location:	Ealing Council offices

Role reports to:	Deputy Support Manager
Direct Reports:	None
Indirect Reports:	To assist in the induction of children's services staff.
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

<p>PURPOSE OF ROLE:</p> <ul style="list-style-type: none"> To serve as the first point of contact and provide appropriate support and advice to the children and their families supported by the multi-disciplinary practice team. To proactively provide key administrative support across the practice team to ensure timely and appropriate interventions with children and their families. To maintain systems and processes that enable the smooth running of the practice team ensuring that the work is co-ordinated across the team under the guidance of the Business Support Manager. To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity, Health & Safety, Customer Care requirements and within all legislative, regulatory and departmental policies
<p>KEY ACCOUNTABILITIES:</p> <p>Data Quality & Records Management:</p> <ul style="list-style-type: none"> To carry out a wide range of data quality and records management functions to

process children's information to agreed business standards and timescales.

- To work in close liaison with practitioners to ensure that children's information is complete, accurate and up to date at all times.
- To actively contribute to practice team meetings by updating members on relevant statistical information such as caseloads, reviews, timescales etc.
- To maintain systems for key statutory requirements for children, for example, child protection visits, reviews etc. and produce, format, analyse and disseminate reports on activity and performance to ensure members of the team are aware of progress, issues and due dates in advance..
- To ensure outstanding actions from previous activity and performance reports are processed. To escalate issues to the relevant staff and managers and take remedial action to ensure the reliability of children's data.
- To ensure that when feasible the recording of the work of the team is complete and accurate and that other tasks required in preparation for inspection are up to date.
- To quality assure information to ensure children's data is complete, accurate, consistent and current and that timescales (statutory and internal) are met..
- To proficiently use Microsoft Office and other ICT systems and applications to produce reports, spreadsheets and other documents as required to effectively support the team.
- To respond and provide information required by the Performance Management Team to meet government return deadlines.
- To ensure children's social care records are effectively indexed and maintained to be readily accessible.
- To interrogate data systems to retrieve and collate complete records pertaining to individuals as and when required.
- To administer the closure of case records by preparing for scanning closed paper / files in line with the division's records retention and disposal policy.
- To systematically and accurately scan and upload a high volume of incoming and outgoing correspondence received via post, fax and e-mail in line with divisional procedures and timescales.

Business Support:

- To act as first point of contact for enquiries to the practice team, some of which may be complex and / or contentious, from members of the public, staff and partner agencies.

- To deal sensitively with all enquiries and determine the appropriate action by providing a suitable response, redirecting callers to an alternative source of help or taking messages for members of the team.
- To have a commitment to improving the lives and outcomes of children and their families by working proactively and co-operatively with practitioners to ensure the team meets its aims of delivering a high quality and efficient service.
- To foster and maintain good working relationships within Children's Services, other Council departments, professionals and service users.
- To provide courteous, timely and efficient response to end users of management information systems. To ensure issues which cannot be resolved are escalated appropriately to the Framework Support, Training or Performance Management Teams as appropriate
- To adhere to excellent customer services standards when dealing with telephone, face-to-face and written communications. To ensure that all communication is appropriately referred to team members and managers particularly where deemed to require immediate attention.
- To carry out financial transactions in line with audit guidelines, e.g. processing travel warrants, requisitions, purchase orders and invoices for payment.
- To induct, provide advice, information and guidance to staff regarding business support systems, processes and procedures in line with the Children's Induction policy.
- To arrange for new workers to be set up on the Council's network and all necessary systems needed to effectively carry out the full remits of their duties.
- To maintain adequate stocks of stationery and forms within the team.
- To be responsible for ensuring the effective use of office equipment by training workers to competently use phones, multi functional devices etc.
- To be responsible for the maintenance of office equipment by expediently reporting faults to ensure office equipment is fit for purpose. To appropriately escalate and log unresolved faults.
- To issue and recover team equipment in line with the Children's Services starters and leavers policy.
- To have due regard to Health & Safety of self, staff and members of the public visiting the office and have responsibility for raising matters of concern to the attention of the Team Manager (Administration).
- To provide a meet and greet service when required ensuring that visitors report to reception to comply with security measures.

- To organise meetings and arrange venues for members of the team, implement systems to record follow up actions and alert members of deadlines and forthcoming meetings and appointments.
- To ensure diaries and appointments for members of the team are co-ordinated and accessible.
- To service case meetings by ensuring papers are prepared, relevant professionals are invited, taking minutes and maintaining accurate records of decisions and actions as required.
- To draft standard correspondence for the team and generate shared templates to reduce duplication, ensuring that correspondence is accurate and that all letters, including complaints, are responded to within reasonable timescales.
- To assist in the response to any related members enquiries, ensuring that they are answered correctly and within timescales.
- To ensure workers attend the initial navigational training on Frameworki in order to obtain their passwords.

General:

- To contribute to the appraisal process by taking responsibility to achieve agreed objectives and targets within determined timescales.
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and service delivery.
- To support the Team Manager and Deputy Team Managers (Administration) in reviewing, modifying and implementing systems as and when required.
- To undertake standard research or project work on behalf of the team as directed by the Team Manager Support Services.
- To promote and comply with Council and Departmental policies and procedures such as Code of Conduct, Equality & Diversity and Health & Safety.
- To undertake all duties with due regard and compliance to the Data Protection Act and to maintain confidentiality at all times.
- To undertake other duties appropriate to the role commensurate to the grade as directed.

KEY PERFORMANCE INDICATORS:

All Area Teams:

- Incoming mail is scanned and uploaded to relevant Children / Young Person's records on Frameworki within 24 hours of receipt in accordance with the agreed

<p>naming convention.</p> <ul style="list-style-type: none"> • Invoices are processed in time to comply with the Councils Best Value Target Times • All contacts and referrals are processed within agreed timescales • Customer service standards are adhered to both over the telephone and face to face • Performance data and management information reports are produced within agreed timescales and communicated to members of the team
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <p>Peers, practitioners and managers within Children’s Safeguarding & Support service</p> <p>Children’s Performance Management Team</p> <p>Service Ealing & the Children’s Framework Support Team</p> <p>Service users</p> <p>Professionals in partner agencies</p>
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL): Nil</p>

Person Specification

Safer recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain an enhanced Disclosure and Barring Service (DBS) check.

<p>ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:</p>
<ol style="list-style-type: none"> 1. A passion for working with children and young people and a commitment to improving the lives and outcomes for them and their families. 2. Knowledge of financial systems and processes. 3. Ability to communicate effectively and deal with enquiries from members of the public, staff and other agencies in line with the Council’s Customer Care procedures and within an Equality and Diversity framework. 4. Ability to work collaboratively as part of a team and build empathetic, respectful and trusting relationships with practitioners and the young people and the families they work with to achieve better and more meaningful outcomes.

5. Ability to analyse and evaluate performance information and present reports on key indicators.
6. Ability to develop creative and innovative ways of working to support the delivery of a quality service by implementing, maintaining and reviewing systems and processes both manual and computerised.
7. Ability to adapt to new ways of working and to challenge and champion new ideas and processes.
8. Ability to undertake a range of tasks whilst managing competing priorities by working methodically and thinking systematically to achieve targets within agreed deadlines
9. Ability to set up, co-ordinate and service meetings, which may include minute-taking duties.
10. Ability to appreciate the need for confidentiality
11. Ability to work within and interpret policies, procedures and legislation, including requirements under the Health and Safety at Work Act.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION

12. Administrative and/or business support experience.
13. Intermediate Word and Excel – qualification or equivalent experience.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards