



## Role Profile

Job Title: <b>Support Assistant for Named Nurse and CLA Health Team</b>	Grade/ Level: <b>L1</b>	Post Number: <b>AO1321</b>
Directorate: <b>Children Services</b>	Job Family: <b>Administration &amp; Office Services</b>	Date Prepared: <b>January 2020</b>

Role reports to (Job Title):

**\*Please attach an organisation chart showing where this job reports within the structure.**

### **Job Purpose:**

Under Guidance of Named Nurse for Children Looked After this role is responsible for undertaking administrative and organisational processes within the Children Looked After Health Team. It assists with planning of service development and SDQ Panel coordination and adapts to daily challenges within an administrative context.

### **Key Accountabilities:**

1. To provide support to the Children Looked after Health Team as required by answering the phone, minute taking, message taking and tracking, letter writing, typing and complex IT based tasks.
2. To maintain and manage computerised and paper records, information systems and data collection including confidential health files, trackers and databases. This will include devising new systems or revising new systems as required.
3. Analysis of information and production of reports/ performance information data as required
4. Provides the nursing team with confidential, administrative and organisational support including support with Audit
5. Complies and assists with the development of policies and procedure relating to the Children Looked After health team.
6. Establish constructive relationships, communicate and collaborate with the Multidisciplinary Team
7. Has a key role in assisting the Named Nurse in the coordination, administration and collation of the Strength and Difficulties Questionnaire Process which demands a high level of planning and organisational skill and is a key performance indicator.
8. Is the Strength and Difficulties Questionnaire Panel coordinator and administrator which is a monthly panel with Team Managers including setting agendas, minute taking of highly sensitive information, collating and tracking actions.
9. Coordination of Paediatric Clinics which demands timely information gathering and sharing with Medical staff and the setting up and closing down of the clinic room. This may also include greeting children and carers into the clinic and ensuring their comfort and reassurance.
10. Coordination and tracking of health assessment requests for Looked after children including those placed outside of Swindon.
11. Development of teaching resources

12. Be the first point of contact for visitors and enquiries to the Children Looked After Health Team health which may include sensitive and emotional situations.
13. Undertake booking and administration of: training sessions, conferences and events
14. Provide partner agencies with monthly updates on the changes in the Children in Care cohort.
15. Support other team members in their use of computer packages, including Word, Excel, Powerpoint and Publisher to produce documents and presentations.
16. Maintain knowledge of current developments around the use of information technology and communications systems including GDPR
17. Provide Support to the Named Nurse for data collection on Quality Assurance and Performance

**Supplementary Accountabilities:**

1. Show high level of discretion due to the sensitive nature of the information handled
2. Assist Named Nurse, Specialist Nurse and Looked after Nurse in other administrative duties as required

Job Scope: Number and type of jobs managed:  
Typical tasks supervised/allocated to others:

Job Scope:  
Budget:  
Assets:

**Knowledge and Experience:**

- GCSE Grade C or above in English and Mathematics
- Qualified in typing and word processing to at least RSA II or equivalent
- 2 years experience of working in a busy office environment with excellent organisational skills and the ability to work to deadlines
- High levels of IT skills in all Microsoft Office Packages, web based packages and a range of databases.
- Ability to set up, review data information systems to enable robust collation and interpretation of statistics and qualitative information.
- Ability to cope with highly sensitive information
- Excellent interpersonal skills and ability to negotiate with the Multidisciplinary Team including Doctors social workers and carers and children.
- Ability to use own initiative within the remit of the post and adapt to changes in priorities
- Understand the nature of the social work and work towards the objectives of Children Services with a sound knowledge of children in care processes including consent, health assessments and a commitment to the protection and safeguarding of children and young people.
- Demonstrate a commitment to constantly assessing, evaluation and improving working practices.
- An understanding of the barriers and issues that impact on children in care including health inequality
- Commitment to Equal Opportunities policy
- A commitment to promoting and supporting the health of children in care
- Willingness to contribute to the overall effectiveness and performance of the team

**Decision Making:**

- Ability to prioritise own workload, responding to conflicting pressures, with guidance from Team Manager
- Across all aspects of the position, to make an informed decision on what information can be given to another person either within or outside of Children Services.
- Work with Corporate policies, Children Service's procedures and team procedures.
- Take advice from Team Manager as necessary.

**Contacts and Relationships:**

- Proven ability to work closely and communicate effectively with colleagues and a range of other professionals, parents and carers
- Proven ability to work in a team and also alone in a normal office environment
- Good interpersonal skills: tact, empathy, flexibility, resilience, negotiation and conflict management

**Creativity and Innovation:**

- Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments

**Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**Employee Signature:**

Print Name:

Date

**Line Manager's Signature**

Print Name:

Date: