

Job Title: Team Co-ordinator, Family Safeguarding	Role Profile Number: BSN153
Grade: K Salary:	Date Prepared: 07/01/2022
Directorate/Group: Children's Services	Reporting to: Team Manager
Structure Chart attached:	No

Job Purpose

To support the effective functioning of locality family safeguarding teams (pods) by meeting the business support needs of the pods. Each pod is a multi-disciplinary team consisting of adult and childcare workers. To be the first point of contact for children, families, colleagues, and other agencies and to co-ordinate the work of the pod (s) through delivery of business support processes and systems. To support the teams in their work with children in need, children on child protection plans and children subject to care proceedings.

Key Accountabilities

- Provide a specialist/technical business support service for one or more locality safeguarding pods, taking ownership and responsibility for the business support needs of the team.
- Making data updates on the Children's Services database when circumstances change for a family or when a child moves placement or enters/leaves care.
- To organise meetings on behalf of the team as requested, which will include liaising with children, family members and other professionals, and sending out invitations.
- To take accurate notes of meetings as requested, which could include core group meetings, family meetings, and team meetings, and distribute them efficiently.
- To book group and personal supervisions; minute group supervision; type and record group supervision on the system.
- To carry out specific administrative tasks requiring a discrete skill or in-depth knowledge base, which could include word processing for court documents.
- To support the Team Manager in managing the diaries of the team members, including making alternative arrangements when team members are absent.

- Respond to enquiries from internal and external stakeholders (some of who may be upset or angry) including some escalated issues, resolving at the point of contact where possible.
- To prepare and provide documentation and information for meetings.
- Maintain accurate and up-to-date client and management information on the Children's Services database, liaising with team members and other professionals as required.
- Support the Team Manager in relation to performance management, including collating statistical information and identifying gaps and errors that need to be rectified, and supporting team members to amend the child's records where needed.

Supplementary Accountabilities

- Show high level of discretion at all times due to the highly sensitive nature of the work.
- Carry out duties as required by the Team Manager commensurate with the grade of the post.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Typing speed of 60 wpm minimum.
- High standard of English grammar and punctuation.
- High level of competency in the use of information technology and commonly used software applications.
- Experience of working in an administrative role.
- Experience of taking minutes to a high standard.
- Good eye for detail and proof reading skills.
- Good communication skills and telephone manner.
- Ability to be highly organised and self motivated.
- Ability to be an approachable and effective team player.
- Ability to cope with the pressure of working to procedural deadlines.
- Ability to interpret rules and guidelines and to know when something needs to be referred to a manager.
- Ability to present information using descriptive statistics, mathematical calculations, percentages, tables and charts.

Qualifications

- Relevant level 3 qualification (eg NCV level 3, BTEC, relevant A levels, etc) OR able to demonstrate equivalent knowledge and understanding gained through experience.

Decision Making

- Ability to work under minimum supervision and use judgement, skills and expertise.
- Ability to prioritise own workload, responding to conflicting pressures.
- 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’s Services.

Creativity and Innovation

- Ability to contribute effectively to the work of the team, including participating in group supervision.
- Ability to constantly review the business support needs of the team by regular liaison with Business Support Team Manager, Team Manager, Social Workers, Adult practitioners and Family Support Practitioners.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed None</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • 	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>IT equipment allocated</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- To deal politely, helpfully, and tactfully with a wide range of people
- Working as business support assistant to the family safeguarding team
- Being the first point of contact with the public, elected officials, professional partners, and colleagues when answering the phone and monitoring email inboxes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- The role does put individuals at potential risk to health or well-being, with the possibility of being the subject of verbal or physical abuse
- There is potentially a high level of emotional stress due to the content and the subject matter with

working in the team, therefore emotional maturity is required to be able to cope with such stressful situations.

Employee Signature:	Print Name:
Date:	
Line Manager Signature:	Print Name:
Date:	