



Role Profile

Job Title: Child Protection Conference Note Taker	Grade/ Level: L	Post Number: AO00032
--	---------------------------	--------------------------------

Directorate: Resources	Job Family: Customer & Business Services	Date Prepared: Evaluated April 2015 Re-evaluated October 2015
----------------------------------	---	--

Role reports to (Job Title): Business Support Team Manager

Job Purpose:

To work as part of the Business Support Unit providing a high standard of administration support and minute taking of Child Protection Conferences.

Key Accountabilities:

1. Attend Child Protection Conferences and take notes. Use judgement, skills and expertise to compile and produce a clear and agreed record of the Conference for circulation within Children Services and to external agencies and families, where appropriate, within procedural deadlines.
2. Transcribe notes to provide an accurate record.
3. As a member of the Safeguarding & Quality Assurance Team, provide clerical and administrative support to the Independent Reviewing Officers and Team Manager.
4. Maintain the confidentiality of client information, ensuring that correspondence is appropriately handled and labelled.
5. Contribute to effective and efficient service delivery according to the priorities, policies and procedures laid down by the Local Safeguarding Children's Board.

Supplementary Accountabilities:

1. Show high level of discretion at all times due to the highly sensitive nature of the work.
2. Receiving and greeting service users, contractors and other professionals to the SQA team

Job Scope: Number and type of jobs managed:
Not applicable

Typical tasks supervised/allocated to others:
Not applicable

Job Scope: Not applicable

Budget: Not applicable

Assets: Not applicable

Knowledge and Experience:

- Very good level of minute taking, (shorthand not essential)
- Typing speed of 60 wpm minimum
- High standard of English grammar and punctuation
- High level of competency in the use of information technology
- At least 3 years' experience of working in a clerical role
- Good communication skills and telephone manner
- Ability to cope with the constant pressure of working to procedural deadlines
- 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 a high level of emotional stress due to the content of Conferences and the subject matter discussed, and the CPC Administrator requires the emotional maturity to be able to cope with such stressful situations
- Because of the length of the Conference and the need for accurate minutes, the CPC Note Taker has to be able to concentrate very closely for a long period of time, despite distractions, eg noisy young children, angry and upset parents, parents leaving and returning to the room

Decision Making:

- Ability to work under minimum supervision and use judgement, skills and expertise to compile and produce a clear and agreed record of the Conference for circulation within Children Services and to external agencies and families, where appropriate
- Ability to decide what is necessary to produce accurate minutes from information that is not always presented coherently or logically and the transcription of which therefore entails the re-arrangement of chronological details, the restructuring of information and the correction of grammar.
- 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 Services

Contacts and Relationships:

- Work as part of the admin team within the Safeguarding & Quality Assurance Team and offer support to colleagues
- Maintain constructive working relationships with social work staff within Children Services
- Regular daily liaison with professionals in other agencies at all levels, eg Senior EWOs, Paediatricians, Senior Probation Officer, Senior Police Officers, GPs and Custodians of the Register in other Local Authorities

Creativity and Innovation:**Job Specific Competencies:**

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: