

Job Title: Participation and Access to Records Worker(SAR)	Role Profile Number: SBC_11916
Grade: Level 6 Salary:	Date Prepared: June 2023
Directorate/Group: Children’s Services	Reporting to: Challenge and Participation Officer
Structure Chart attached:	Yes

Job Purpose

Our Vision

Swindon Borough Council will be ambitious and aspirational in hearing and acting on the voice of children, young people and families and will achieve a culture where children, young people and families who receive a service are listened to and are involved in decisions that affect their lives. Our services will actively engage children, young people and families and use their views and experiences to inform plans and improve outcomes for individual children and families, the services we commission and deliver, and the staff we recruit. We will have systems in place to support participation work and, our workforce at all levels of the organization, will have the skills and knowledge needed to ensure the views of children, young people and families are heard and make a difference. Participation will be embedded in our culture and practice.

Job Purpose:

1. To provide support to adults who have received a service from Childrens Social Care and/or are Care Experienced requesting their social care files in a timely manner.
2. To provide ongoing support to those who have requested their files and help to manage their wellbeing throughout the process.
3. To develop processes that support adults when requesting their files, including working with the relevant professionals to ensure the process is dealt with sensitively and supportively.
4. To work closely with the Information Governance Team to look at gaining third party consent and take a generous approach to redaction to ensure those requesting their files are able to receive as much information as possible.
5. To support the work of the Participation Team in achieving our innovative Participation Agenda.
6. To develop a scheme of lived Voice Ambassadors across children’s services to ensure the voices of our children, young people and families are heard and influence service design and delivery and decision making at all levels.
7. To ensure compliance with Freedom of Information Act and Data Protection Act requests primarily

across the Adults & Children Services areas.

8. To log, coordinate and process requests for information under the DP and FOI Acts within statutory timescales.
9. To advise staff and promote high standards of professional competence around Freedom of Information and Data Protection across the Council.

Key Accountabilities:

1. To act as initial contact for those who may approach Children Services requesting their files, and work with them to understand what they would like to find out/achieve through the process and support those aims.
2. To remain the main point of contact for adult requesting their files, and act as a support for them throughout the process.
3. To liaise with the appropriate teams to support care leavers aged 18-25 when they request their files i.e. to gain relevant contextual information where possible/appropriate.
4. To develop a supportive process for adult accessing their records; ensuring they have the right emotional support and information, including; looking at each request on a case-by-case basis and offering bespoke support to that adult based on the level of support they want/need and what they are aiming to find out.
5. To lead on development of staff training to promote awareness of the work to support adults requesting their files and understanding and compliance of data protection and freedom of information legislation in relation to this.
6. To develop a scheme of Voice Ambassadors across children's services to ensure the voices of our children, young people and families are heard and influence service design and delivery and decision making at all levels.
7. To supervise Voice Ambassadors, this will include:
 - Working with relevant teams to identify and recruit ambassadors;
 - Supporting ongoing CPD opportunities for our ambassadors;
 - Providing regular, ongoing supervision for our ambassadors; encouraging their strengths and identifying areas for improvement, particularly where further support/training would be beneficial;
 - Being on hand to provide day-to-day support when ambassadors are working;
 - Addressing any safeguarding issues and working with appropriate professionals to do so.
8. To ensure Freedom of Information and Data Protection compliance. This will be done in conjunction with the FOI and DP leads at SBC.
9. To work with our Legal department and Information Governance to log, coordinate and process requests for information from the public, solicitors, the police and other external organisations within statutory timescales as set out in the respective FOI and DP legislation. This will be done in conjunction with the FOI and DP leads at SBC.
10. Produce practice briefings raising staff awareness on issues surrounding subject access to records requests so that the way in which we record a child's journey is the best it can be so they can understand decisions and why they were made.
11. Liaise with lead officers on information security and to promote records management and best

practice, raising the profile of information security to achieve safe, efficient and effective handling.

12. To support the wider Participation Team as a whole as and when needed, including with events.

Supplementary Accountabilities

10. Achieve service outcomes and outputs, as agreed by the line manager

11. Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

12. Due to the nature of the work and in accordance with the demands of the service, you will be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the line manager.

13. Take personal and professional responsibility for own training needs and discuss with the line manager.

14. Undertake any other duties deemed commensurate with this post as directed by the line manager.

Knowledge & Experience

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

1. Recent, extensive and direct employed experience of working with vulnerable children, young people and adults in a range of settings, preferably care experienced and looked after young people or children who are known to children's services.

2. Proven ability to build effective relationships with vulnerable children, young people and adults.

3. Excellent communication and interpersonal skills with a range of people particularly vulnerable children, young people and adults but also including other professionals, internal and external stakeholders.

4. Experience of utilising creative approaches to supporting vulnerable children, young people and adults in projects.

5. Experience of developing programmes to achieve agreed outcomes within timescales.

6. Able to demonstrate evidence of understanding and working to promote equality of opportunity and challenge stereotypes with children, young people, adults, families, professionals, and agencies.

7. Knowledge and understanding of current child protection policies and procedures.

8. Minimum Level 2 Child Protection training and appropriate Adult Safeguarding training or willingness to undertake.

9. A working knowledge of recent legislation, central government policy and local policy and procedures that would be relevant to working with children and young people and adults.

10. Ability to produce risk assessments.

11. Ability to interpret data and produce reports.

12. Working knowledge and understanding of the Freedom of Information & Data Protection Acts legislation or willingness to undertake training.

13. Knowledge and understanding of consequences of non-compliance with the legislation and the potential risks to both the organisation and senior managers or willingness to undertake training.

14. Experience of collating and analysing detailed information in a timely manner to respond to requests.
15. Excellent organisational skills and ability to prioritise effectively.
16. Ability to work in a highly confidential manner.
17. Experience of handling sensitive information.
18. Ability to work collaboratively and flexibly as a member of a small team.
19. Strong ability to use own initiative, organise and manage own workload.
20. Proven ability to work flexibly under pressure and to meet often competing deadlines.
21. IT proficient, with competent use of MS Office (Word, Excel & Outlook, Publisher), Social care Database, Social Media and other mediums of communication preferred by children, young people and families.
22. Excellent record keeping skills.
23. Excellent verbal and written communication.
24. Commitment to Equal Opportunities Policy.
25. Full, current driving license or alternative modes of transport as role will require travel around the local authority.
26. Able to work outside of core hours, including some evening and weekend work.

Qualifications

1. A Level educated including Grade 4/C in GCSE English and maths or equivalent.
2. Recognised qualification in a relevant field i.e. family work, social care, teaching, housing, youth and community

Decision Making

1. Work with Corporate Policies, Children Services policy and procedures and team procedures.
2. Ability to prioritise own workload, responding to conflicting pressures, with guidance from line manager.
3. Across all aspects of the position, to make an informed decision based on current legislation.
4. Regularly make decisions in day-to-day operational situations in response to sudden changes in situations and circumstances associated with working with vulnerable children, young people and adults.
5. Analysis of complex situations to make informed decisions with regard for appropriate policies and procedures such as regarding safeguarding matters and matching advocates to family members they will support. The Participation and Access to Records Worker (SAR) will receive guidance on decisions relating to their work through supervision.
6. Support vulnerable children, young people and adults in high stress situations, problem-solving to find appropriate solutions.

Creativity and Innovation

1. Find innovative solutions to issues, driving forward projects to increase the participation and engagement of our children, young people and families. For example, ensuring both the our access to records process and Voice Ambassadors are well known by marketing and networking with

