

Role profile

Job Title:	ALW Practice Support Coordinator	Grade:	Spinal column point range: 23-25
Department:	Adopt London West (Children and Families)	Post no.:	65464
Directorate:	Children, Adults & Public Health	Location:	Perceval House

Role reports to:	ALW Business & Performance Manager
Direct reports:	None
Indirect reports:	<p>To assist in the induction of ALW children's services staff.</p> <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

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 a Disclosure and Barring Service (DBS) check.

Purpose of role

- Working as a part of the Adopt London West Regional Adoption Agency (the adoption and special guardianship support services for London Boroughs of Brent, Ealing, Hammersmith and Fulham and Hounslow).
- 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 support prospective Adopters from the point of initial contact, providing a full advice and information service, including managing detailed personal and sensitive initial enquiries, answering complex queries, engaging and welcoming prospective adopters and encouraging them to choose to attend an ALW information session.
- Providing ongoing support and "keeping in touch" contact to Pre-Stage 1 applicants until a Social Worker is allocated to commence a formal assessment.
- Manage all aspects of coordinating and managing preparations and a full minuting service to the ALW Adoption Panel, frequency determined by activity but

at least monthly.

- 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 ALW Business & Performance Manager.

Key accountabilities

Data and record keeping:

- To carry out a wide range of data quality and records management functions to process children's information to agreed business standards and timescales.
- Processing all referrals of children from the 4 partner LAs, ensuring that all records are created and restricted, and relevant documents input onto Mosaic in a timely manner to reduce delay.
- Responsible for compiling and maintaining spreadsheets and working closely with practitioners to ensure accurate information for the purposes of reporting on Family Finding, Post Adoption Support, Adoption Assessment Activity and marketing statistics and to support the Data Analyst and Business Manager with the collation/production of reports.
- To support the Data Analyst and Business Manager with the collation and submission of Statutory Reports through proficient use of MS Office and IT systems, including but not limited to quarterly ASGLB returns, Annual Ofsted returns, List 11 information and all ad-hoc information requests by partner LAs and Head of Service and for submission to partnership Board and Corporate Parent Meetings.
- To run exception reports and 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 acknowledge and collate all access to Records enquires for Adopted Adults tracing their birth records. To use agreed systems in place with each LA to check and trace where records are known and update all parties.

Finance:

- Providing high quality support to the service in relation to the payment of all service commitments and the administration of the Adoption Support & Special Guardian Support Fund (ASGSF - circa £1m annually) applications and reconciliations, including all aspects of the invoice payment process, sundry debtors, and the year-end closing of accounts, in accordance with statutory requirements, determined deadlines and the Council's Performance targets for invoice payment.

- To ensure that purchase order/ requisitions/sundry debtor invoices are raised promptly, and the status of invoice payments are monitored so that all invoices are paid within the Council's payment terms resolving payment queries with the Central Payments team and supplier.
- Maintaining complete records of all ASGSF Therapists working with the service complying with regulations and setting these up as suppliers. Ensuring that POs are raised appropriately, and invoices to these suppliers are paid in a timely manner to ensure no disruption to services to families and running regular reports via the ASGSF Portal to manage spend return requests.
- Manage reporting of Inter – Agency placement activity, providing quarterly summaries of activity to each partner LA to enable accurate financial projection of inter -agency costs
- To manage new ASGSF audit and compliance requirements with DfE (Dept for Education) delivery partner.

Business Support:

- To be responsible for the arrangements for Adoption Information Sessions; Special Guardian Support Groups; Child Appreciation Days; ALW Stay and Play events both online and in person, providing pre, during and post event support as required.
- To be responsible for setting up, administering, attending & participation at Child Permanence Panels and Adopter Assessment Panels and any other meetings as identified by the Team manager.
- 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 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 including issuing and recovery of team equipment in line with Children's Services starters and leavers policies.
- To maintain adequate stocks of stationery and forms within the team.
- To provide a meet and greet service when required ensuring that visitors report to reception to comply with security measures.
- 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 Mosaic in order to obtain their passwords.

Panel Co-ordination

- To provide a comprehensive and confidential business support to both the Adoption Panel and ALW service management group with responsibility for delivering tracking outcomes against adoption targets on behalf of the service.
- To proactively maintain professional communication as the first point of contact for practice groups, panel chairs and panel members. Communicate and liaise with social workers and managers to ensure all panel requirements are met. Notify social workers, panel members of panel schedules, deadlines and any changes to these.
- To ensure that the panel advisor and chair are briefed in advance of panel issues. To provide comprehensive support for panel meetings, drafting agenda, booking venue, taking complex confidential minutes. Provide full records of panel business, including any recommendations and being responsible for ensuring minutes are ratified and sent out within national minimum standards timescales.
- To be responsible for maintaining the central list of members, records, confidentiality agreements and ensure that any statutory checks are kept current. Maintain the records of panel members, their terms conditions and terms of appointment and confidentiality agreements.
- To ensure that Mosaic Workflow is completed promptly Post Panel and all Panel documentation is uploaded in a timely manner.
- To produce all Post Panel documentation confirming the outcome and liaising with LA partners to ensure that Statutory notification timescales are met
- To ensure that Panel members invoices are submitted to payroll and records are maintained.

Statutory Checks:

- Comprehensive Statutory Checks are completed in relation to all prospective adopters, Intercountry and Non-agency adopters.
- Timescales for prospective adopters: 8 weeks for Stage one. Stat checks to be commenced within 24 hours of a Registration of Interest (ROI) acceptance to allow the best opportunity to meet this target. Appropriate chasers are made to applicants and professional agencies at key points throughout the process to keep on top of timescales.
- Recordings are clear, updated in a timely manner and are accessible to colleagues.

- Professional, knowledgeable courteous and timely interactions with and responses to prospective adopters to support them with queries with a view to supporting the deadline of Stage One being completed within 8 weeks of ROI acceptance.

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 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 Business Support Manager.
- To promote and comply with Council and Departmental policies and procedures such as Code of Conduct, Equality & Diversity and Health & Safety and to undertake all duties with due regard and compliance to GDPR and to maintain confidentiality at all times.
- To undertake other duties appropriate to the role commensurate to the grade as directed.

Key performance indicators

- As above

Key relationships (internal and external)

- Peers, practitioners, and managers within Children's services within all 4 Local Authority Partners
- Invoice and payments departments
- Legal Team
- Facilities Management & the Children's Mosaic Support Team
- Children's Families and Prospective adopters
- Adoption Support & Special Guardian Support Fund (ASGSF)

Authority level

- Nil

Person specification

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 a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

- 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 and experience of using 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 Strong demonstrable experience of collating, analysing and evaluating performance information and presenting reports on key indicators. * **(To be tested)**
- 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 Experience of setting up, co-ordinating and servicing Panel meetings, which will include in-depth minute-taking duties and post panel administration. *
- 10 Ability and experience of working within the remits of 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) and experience

12. Strong and demonstratable administrative and/or business support experience in a fast-paced busy service. *
13. Intermediate/Advanced Word and Excel – qualification or equivalent experience.

Values and behaviours

Improved life 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