



## **Job Description**

**Post title:** FOSTERING ADMINISTRATOR

**Location:** West Midlands

**Grade:** OP6

**Reports to:** Fostering Manager

**Responsible for:** n/a

### **JOB PURPOSE**

To provide administrative support and assistance to the Fostering Team and to establish and maintain effective links and professional relationships with colleagues including Supervising Social Workers, Support Workers, Foster Carers, Panel Members and other agency services.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **1. Fostering Team**

- 1.1 To maintain all records and files within designated filing systems in line with agency procedures as required.
- 1.2 To send out invitations, consultation forms and reports and chase required responses as instructed.
- 1.3 To support the Fostering Administration to undertake administrative processes involved in obtaining statutory checks and references, liaising with prospective carers, Form F Assessors and local authorities where necessary, and to complete local authority checks for other authorities and agencies as requested;
- 1.4 To support the Fostering Administration in the organisation of training to foster carers and staff, booking rooms and refreshments, liaising with trainers, assisting with the preparation of paperwork, logging attendance and updating all relevant records;

- 1.5 To assist with the administration of monthly Support Groups, liaising with carers, booking rooms and refreshments and logging attendance, and taking notes as required.
- 1.6 To support colleagues within the Fostering team with routine admin tasks and receive and relay messages, ensuring that, in the absence of the Fostering Administration Manager and Supervising Social Workers, telephone calls are dealt with appropriately;
- 1.7 Produce placement meeting packs to be available for Supervising Social Workers. Ensure all relevant data is recorded and uploaded to Charms following start of a placement.
- 1.8 Make up new carer packs for newly approved carers, and child packs for new placements.
- 1.9 Create and update catalogue of reference materials and ensure safe storage

## **2. IT Systems**

- 2.1 To maintain and update manual and computerised administrative systems, including CHARMS, to ensure the effective, accurate and timely retrieval of information.
- 2.2 Upload documents to Charms, including Local Authority paperwork and child monthly reports, extracting relevant information and entering to relevant sections of Charms.

## **3. General**

- 3.1 To respect the confidential nature of the work and comply with data protection requirements;
- 3.2 To be aware of health and safety issues within the working environment and implement St Christopher's Health and Safety policy and all other legal requirements in relation to health and safety;
- 3.3 To uphold and promote St Christopher's Equal Opportunities policies in all aspects of the work;
- 3.4 To promote and implement all other policies and procedures of St Christopher's relevant to the role;
- 3.5 To ensure that all the work undertaken by yourself is conducted to the highest professional standards and achieves St Christopher's standards and targets for customer service;
- 3.6 To take responsibility for own professional development in the role, actively participating in appraisal and attending all relevant training and development activities.

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the services or as may be requested by your line manager

## Person Specification

Listed below are the objective criteria, specific to this role, used to assess each candidate and determine suitability for appointment. The table shows at which stages in the selection process the criteria will be assessed. To be shortlisted you must clearly demonstrate in a written statement how you meet the Essential Criteria required at the application stage (shaded).

### ESSENTIAL CRITERIA

	Criteria	Application form	Interview	Other
E1	GCSE English and Maths	✓		
E2	Significant experience of secretarial or administrative work	✓		
E3	Experience of working as part of a multi-disciplinary team	✓	✓	
E4	Experience of delivering high quality customer service	✓	✓	
E5	Knowledge of data protection regulations and ability to operate within confidentiality guidelines	✓	✓	
E6	Ability to maintain appropriate professional boundaries		✓	
E7	Effective communication skills and the ability to build positive working relationships with colleagues, young people, foster carers and external contacts		✓	
E8	Ability to operate as a team member and contribute to achieving team targets		✓	
E9	Excellent organisation and time management skills		✓	Practical assessment
E10	Good numeracy and literacy skills with a high level of accuracy and attention to detail	✓		Practical assessment
E11	Excellent IT skills across a range of software applications, including databases	✓		Practical assessment
E12	A commitment to challenge discrimination and promote equality and diversity within the job role	✓	✓	
E13	Willingness to work flexibly		✓	

### DESIRABLE CRITERIA *(the following criteria are not essential, but can be included in your supporting statement if relevant)*

D1	Experience of working with children in paid or voluntary capacity	✓		
D2	Familiarity with fostering or adoption services	✓		
D3	Experience using CHARMS database or similar e.g. Care First	✓		