

StCHRISTOPHER'S **CREATING BRIGHTER FUTURES**

Job title:	PLACEMENT OFFICER – RESIDENTIAL LEAD
Grade:	CS 5
Location:	Putney
Responsible to:	Referrals and Placements Manager
Overall Purpose:	The post will play a key role in the successful placement of children and young people in St Christopher's services. Operating as the central point of contact for referrals to all St Christopher's spot purchasing teams, the post will ensure a prompt and consistent response to local authorities and other agencies, and will involve close liaison with fostering, residential and 16+ accommodation teams to deliver high quality recommendations for placements within required timescales. The post holder will also be responsible for collating, analysing and interpreting a range of data relating to referrals and placements.

Our vision is for every child and young person to be safe, loved and happy, to achieve their potential and have a bright future.

Our mission is to create brighter futures for children and young people by

Caring about children, young people and our colleagues.

Being **Respectful** of every individual and value the strengths in everyone.

Being **Professional** and committed to reflection and continuous learning.

Being **Flexible** and agile so that we can be fit for the future.

Being **Honest** about what we can do and optimistic about the future.

Being **Creative** and passionate about positive change.

MAIN DUTIES AND RESPONSIBILITIES

1. Placement Referrals

1.1. To become an expert on St Christopher's services. This includes:

- Understanding St Christopher's mission, our objectives and the ethos which underpins our work
- Developing a deep understanding of the client group, capacity and current occupancy levels of all residential and 16+ services

- Holding detailed Home and Registered Manager information including Ofsted Registrations, Insurances, Statement of Purposes, Young People's Guides and other required Quality Assurance Documents as needed. To work with Home Managers to understand their preferences and suitability for different types of placement
 - Understanding recent and future changes in the sector, and St Christopher's response to the changing environment.
- 1.2. To engage with referring local authorities to proactively promote the full range of St Christopher's existing and future services.
 - 1.3. To be the first point of contact for local authorities and other referring agencies, receiving referral requests on a daily basis and responding within required timeframes.
 - 1.4. To screen/filter and respond to unmatchable referrals in a sensitive and non-discriminatory way in line with the Children Act 1989 and 2004.
 - 1.5. To match referrals with our existing services or carers, liaising with managers and colleagues in the service to ensure that all appropriate placements are offered to local authorities and actively managing referrals that are proceeding to placement.
 - 1.6. To ensure that all homes with current vacancies have up to date service descriptions which clearly promote their skills, experience and qualities.
 - 1.7. To ensure that all checks and documents required prior to placement, including individual placement agreements, are up to date and accurately reflect the service being offered.
 - 1.8. To ensure that Charms, Local Authority Placement Portals and other placement databases are updated with placement details, availability and current circumstances.
 - 1.9. To ensure the smooth flow of information to our finance team so that payments to services and foster carers are made in a timely and accurate way and invoices are accurately raised to Local Authorities.
 - 1.10. To be responsible for data input and collation of statistics on referrals and placements in order to inform current provision and predict future need, and respond to requests for reports from senior managers and local authorities.
 - 1.11. To contribute to the development of improved systems for recording and monitoring referral and placement activity.
 - 1.12. To attend team meetings and meetings with Local Authority Placements Teams to keep abreast of organisational information and developments.
 - 1.13. To support matching and placement decision making recording and services in responding to any queries relating to matching in preparation for and during Ofsted Inspection

2. **Professional Standards**

- 2.1. To ensure that statutory regulations and standards are adhered to and to immediately notify the agency of any possible 'conflict of interest'.
- 2.2. To respect the confidential nature of the work.
- 2.3. To ensure that St Christopher's customer service objectives are achieved within the scope of the job.
- 2.4. To ensure that all the work undertaken by you is conducted to the highest professional standards.
- 2.5. To take full account of and positively promote all aspects of diversity in line with St Christopher's policy and good practice guidance.

3. **General**

- 3.1. To be aware of and adhere to St Christopher's Health and Safety policy at all times.
- 3.2. To be aware of and adhere to all relevant financial procedures and report any discrepancies to your manager immediately.
- 3.3. To promote and implement all of St Christopher's policies and procedures and report to a line manager, or other appropriate person, malpractice or evidence which may suggest it.
- 3.4. To keep abreast of good practice, regulation and legislation in order to develop own skills, knowledge and experience.
- 3.5. To actively participate in appraisal and supervision as required.
- 3.6. To attend appropriate training sessions as agreed with your line manager for own professional development or to benefit the service.
- 3.7. To attend team meetings at various offices and contribute positively to team work, supporting colleagues and receiving support as necessary.
- 3.8. To visit services and host local authority visits as required.

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 service, or as may be requested by your manager.

Person Specification

The following are objective criteria, essential for the performance of the role, which will be used to shortlist candidates for interview. You should ensure that you cover these criteria in the supporting statement that forms part of your application form.

	ESSENTIAL	ASSESSMENT METHOD
EXPERIENCE	Experience of building strong and effective working relationships with individuals and teams remotely and face to face.	A - I
KNOWLEDGE	Knowledge of children's home or fostering services	A - I - T
	Knowledge of data protection, GDPR and confidentiality, relevant to the post.	A - I - T
	Knowledge of Children's Safeguarding relevant to the post.	A - I - T
SKILLS/ABILITIES	Outstanding customer service skills and the ability to communicate professionally and courteously with a diverse range of people.	I - T
	A high standard of literacy and IT literacy with excellent report writing and presentation skills.	I - T
	The ability to analyse statistical data and produce high quality and accurate reports.	I - T
	Good organisational skills with flexibility to respond quickly to changing circumstances.	A - I - T
	The ability to prioritise work to achieve required deadlines.	I - T
	The ability to work autonomously, without direct supervision, and to use initiative within appropriate boundaries.	I - T
	Awareness of discrimination and of good equal opportunity and diversity practice.	A - I
	A commitment to teamwork.	A - I
	Excellent IT skills and knowledge of developing and maintaining electronic record keeping systems.	A - I - T

**OTHER
REQUIREMENTS**

The ability to travel to services across the UK

A - I

A – Application

I – Interview

T -Test

St Christopher's is committed to equal opportunities and welcomes applications from all sections of the community as well as applications from candidates with care experience or experience of being a care leaver.