

Job Description



Job Title: Social Care Officer	Service Area: CYPS	
Directorate: Children's Social Care	Post Number:	Evaluation Number: 7392
Grade: SO1	Date last updated: September 2024	

Building a Fairer Newham

We are committed to investing in our people and our borough to make it the best place to live. We are addressing poverty and inequality, tackling the housing crisis, health inequality and food insecurity. Our commitment starts within the workplace where we strive to ensure the Building a Fairer Newham Corporate Delivery Plan is our number one priority to deliver better and fairer outcomes for our residents

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

1. The Social Care role in this job description provides essential support to a team of qualified social workers and managers, focusing on the efficient coordination and organisation of the team's activities.
2. The core function of the role is to support Social Workers to complete their assessment and intervention of vulnerable children and their families.

3. To act as member of the team to provide an effective and efficient duty service to enable families to receive good quality early intervention.
4. To support the social work team to complete specialist tasks such as chronologies, genograms, life story work and direct work with children. This may include doing home visits with the social worker.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Job Context

1. The post holder reports to the Team Manager or Senior Social Worker.
2. The post holder has no line management responsibility.
3. The post holder has no budgetary responsibility.
4. The post holder is expected to work flexibly in line with the Council's policies and to demonstrate ICT competencies and compliance with Newham Council's electronic systems.
5. The post holder may occasionally be required to work evenings, weekends and public holidays, in order to meet service requirements.

Key tasks and accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To support social workers to complete chronologies, genograms, life story work and direct work with children.
2. To support social workers with their assessment. This may involve completing home visits, complete closure tasks including closure letters to parents and professionals.

3. To liaise with partner agencies to obtain information and complete checks as part of the single assessment.
4. To assist with safeguarding enquiries, assessing and analysing risk and supporting social worker by contributing to the development of multi-agency safeguarding plans.
5. To attend and contribute to supervision and appraisal sessions with the Team Manager or Senior social workers and ensure that they are informed of any circumstances requiring management oversight including issues around risk and safeguarding practices.
6. To take minutes of various meetings, including CIN/CGM/PLO meetings, Circles of Support meetings, professional meetings, strategy meetings, and others ensuring accuracy and timely distribution of the minutes.
7. To complete all necessary administrative procedures and maintain high standards of record keeping, ensuring that information is timely, accurate and complete and complies with statutory recording requirements.
8. To take phone calls or receive office visits from children and families known to the team, dealing sensitively with families who may be in distress.
9. To attend safeguarding training as required, ensuring that knowledge of current practices and policies is up to date and that this knowledge is applied in daily work to protect the welfare of children and vulnerable individuals.
10. To be responsible for the commissioning of personalised services, via the Services Managers/HoS agreement in seeking alternative, imaginative and flexible solutions where possible.
11. Where required, to act as a point of contact for enquiries to the team, from other staff, members of the public, or other agencies. To answer queries where possible, take messages for members of the team, or direct the caller to another source of help.
12. To set up and maintain systems and processes to enable the smooth running of the social work teams, ensuring that the work of the team is coordinated and well-organised.
13. To organise meetings and arrange venues for members of the team, maintaining follow-up and bring-forward systems to alert members to forthcoming meetings and appointments.
14. To manage the on boarding process for new staff, including the setup of necessary IT resources (such as laptops and access to the Teams resource folder), and ensuring that all on boarding documentation is uploaded to relevant systems.
15. To organise and manage interview arrangements, including scheduling, sending invitations, arranging any required tests or assessments, and providing outcomes to candidates.
16. To assist with the booking and coordination of supervision sessions, maintaining an up-to-date schedule and ensuring that all necessary resources are available.
17. To act as a delegate for the Fusion system, managing access, troubleshooting issues, and ensuring data integrity.
18. To prepare and share agendas for meetings, ensuring that all relevant parties are informed of meeting details and that necessary documentation is available beforehand.

19. To support the coordination and management of small projects within the service, liaising with team members and stakeholders.
20. To facilitate data sharing and collection, ensuring that all data handling is compliant with relevant regulations and that information is accurately recorded and accessible to those who need it.
21. To manage and respond to service requests, ensuring that enquiries and tasks are directed to the appropriate team members promptly and that requests are tracked and followed up to ensure timely resolution.
22. To ensure effective system management on Azeus, including data entry, system updates, conducting local authority checks and loading service request.
23. To ensure that service requests and any commissioned services are inputted into Azeus.
24. To progress contact arrangements for children and families, coordinating with relevant parties to schedule sessions and document feedback for the team.
25. To keep up to date and comply with corporate and directorate policies and procedures.
26. To manage practical arrangements such as booking taxis, travel warrants, train tickets, setting up new starters, processing leaver forms, ordering stationery, room booking, and ensuring LAC Packs are uploaded to relevant systems.
27. To check for, find, and add missing UPNs and NHS numbers to ensure records are complete.
28. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action and promote equality of opportunity in service delivery.
29. To carry out any other duties that are in line with the purpose and grade of the job.

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
OTHER SPECIAL REQUIREMENTS:	
QUALIFICATIONS: Willing to undertake relevant training	Application Form/Interview

<p>KNOWLEDGE: Knowledge of statutory requirements of Children's Social Care and an understanding of the priorities, context and sensitivity of the service provided to vulnerable children and their families.</p> <p>Knowledge of the Data Protection Act and the need to respect the confidentiality of vulnerable children and their families.</p> <p>Understanding the importance of cultural sensitivity and the ability to work effectively with individuals from diverse backgrounds.</p> <p>Knowledge of office software such as Microsoft Office Suite (Word, Excel, Outlook), case management systems, and other relevant digital tools.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>EXPERIENCE:</p> <p>Experience of managing competing priorities and demands, work methodically and think systematically to achieve targets and meet deadlines.</p> <p>Familiarity with software or systems used in social work or healthcare settings, such as databases for tracking case progress and documentation.</p> <p>Working knowledge of the social services sector, particularly with vulnerable populations, children, or families.</p> <p>Demonstrated ability to handle crises, emergencies, or emotionally charged situations calmly and professionally.</p> <p>Experience working in a team-oriented environment, coordinating efforts across different roles and departments.</p> <p>Familiarity with best practices in office administration, including efficient record-keeping, document management, and workflow organisation.</p> <p>Minute-Taking Recording, transcribing, and distributing minutes for a variety of</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>meetings, ensuring accuracy and timely communication.</p>	
<p>SKILLS AND ABILITIES: Good organisational skills and the ability to create and sustain systems to co-ordinate work processes.</p> <p>Customer focussed with excellent communication skills including the ability to deal with members of the public and staff in a sensitive and appropriate manner.</p> <p>Ability to understand and retain information about children's cases including the roles of different agencies in meeting the needs of vulnerable children and their families.</p> <p>Ability to be creative and solution orientated when coordinating and organising tasks through influence rather than authority</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS: Commitment to the provision of a quality family intervention, which safeguards, effects change and promotes equality and partnership with children and parents.</p> <p>Commitment to upholding and respecting children's' rights, views and feelings.</p> <p>Commitment to challenge discrimination based on race, gender, religion, sexual orientation or disability.</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>This post is subject to an enhanced DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>