

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			<Insert the post number from WISE>
Job Title	Service Delivery Officer: Children In Care & Edge of Care		
Service	Children's Services	Team	Service Delivery
Location	Shute End and Flexible working		
Reports to	Assistant Team Leader		
Responsible for	Not applicable		
Grade:	Type of position:		Hours per Week:
G4	Permanent		37
This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.			
<u>Service Purpose</u>			
1. Provision of high quality and effective services to children, young people, and families. 2. Provision of effective and high-quality Safeguarding services for children and young people at risk of harm. 3. Delivery of high-quality support and challenge to schools, recognising the Council's enduring responsibility to promote the best outcomes possible for its children and students. 4. Assurance that the Council is effective, ambitious, and successful as a Corporate Parent to the children and young people in its care. 5. Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes. 6. Delivery of effective and efficient services offering good value for money 7. Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member			

Purpose of the role

Summary

The postholder will:

- Support the effective and efficient delivery of provision within the Children's Services directorate with a particular focus in supporting Children In Care and Edge of Care.
- Provide an excellent standard of service to children, young people, and families in their interaction with Children's Services.

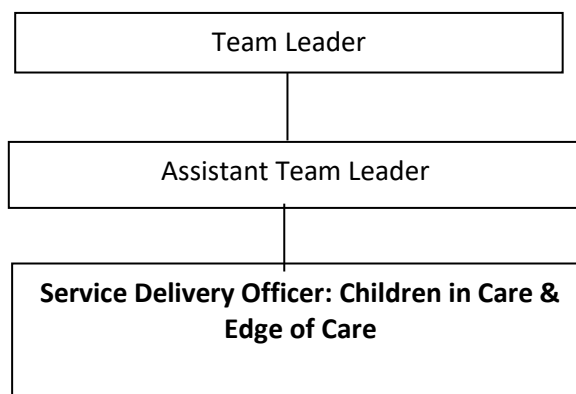
The post holder will interface directly with management and officers across the Directorate and wider Council. In addition, the postholder will interact with members of the public and wider partner agencies.

Main Accountabilities

1	Support the effective and efficient delivery of provision within the Children's Services Children In Care and Edge of Care services.
2.	Using their professional knowledge of Children's Services receive phone-calls and correspondence and where appropriate to do so answer/respond. Enquiries into the Directorate are often sensitive and confidential in nature and are received from families and partner agencies including NHS/Healthcare, Schools and the Police.
3.	Coordinate the Children in Care review process, sending out invitations, consultation documents and decision and reports. Tracking and monitoring timeliness of decisions and reports and collating weekly reports to IROs and service manager regarding statutory timescales.
4.	Liaise with internal and external stakeholders including parents/carers, schools and other professionals and issue high quality written correspondence and documents.
5.	Support the service to ensure all documentation and information is recorded on the required systems. For example, on Mosaic, Capita One, NEC DM and Integrated Youth Services System.
6.	Provide proficient and effective high-quality support to the service including responsibility of managing the mailboxes and responding to correspondence as appropriate.
7.	Proactively manage the team diary, arrange meetings and book appointments. To act as a focal point for the team and keep updated of all staff movements.
8.	Raise purchase orders, determine budget requirements, select supplier, and gain approvals from the budget manager. Manage cash and payment cards and ensure records are reconciled.
9.	Coordinate Freedom of Information (FOI) requests and answers to ensure they are answered within statutory timescales. Collate individual records relating to Subject Access Requests (SAR) in readiness for the Redactor to review promptly to ensure statutory timescales are met.
10.	To establish and maintain Business Support procedures.
11.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which will become known to you in the course of your work.
12.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a "buddy" to new members of staff.

13.	The postholder maybe engaged in other duties as delegated by their line manager as deemed appropriate to the grade including supporting other statutory services within the directorate.
14.	Responsible for own continuous professional development.
Supervision Received	Supervision will be provided on a regular basis by the line manager.
Supervision Given	Not applicable.
Contacts & Working Relationships	The postholder will liaise with families and work with management and front-line teams and Officers across the Directorate and the wider Council. In addition, they will develop and maintain a range of contacts and working relationships with external Partners, for example Police, Health and Schools.
Management of resources or budget	Not applicable.
Special Factors	• A basic DBS check will be required for this post. • Understand and follow data sharing and confidentiality boundaries

Organisation Chart



<u>Person Specification</u>		
Qualifications	Essential	Desirable
5 x GCSE equivalent or above	√	
Technical Skills	Essential	Desirable
Excellent IT skills, proficient in Microsoft Office (Outlook, Teams, Word & Excel)	√	
Knowledge	Essential	Desirable
Children's Services		√
Local Government		√
Experience	Essential	Desirable
High level of administrative/organisational and analytical skills.	√	
Record/Minute taking		√
Professional, attentive and at the same time have an understanding and empathy of the families' circumstances.	√	
Excellent written and oral communication skills with the ability to build sound relationships with officers, partners and families adapting styles to different situations.	√	
Completed by:	M Beresford	Date: September 2024