

**Isle of Wight Council
Job Description**



Identifying Facts	
Title of Post: Social Worker Personal Assistant	
Directorate: Children's Services	Post No:
Section: Operational Development	Date: February 2015
Responsible to: Team Manager	

JOB PURPOSE

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
3. To provide the full range of personal assistant professional administrative support functions to social workers within Children's Social Care as set out in the task list.

Major Tasks:

1. To support the Directorate ethos of Creating Change Together using language that cares, working in a strengths-based way with colleagues, families, and partner agencies. Work to build resilience in families through non-discriminatory practice that is culturally sensitive and respectful.
2. To provide the full range of effective and administrative support functions to social workers within the Directorate to include support for case load management, maintaining efficient electronic filing systems, bring forward systems, effective diary and appointment management using electronic calendars, arrangements for setting up of meetings, Microsoft Team meetings, prioritisation of all correspondence.
3. To provide administrative support to social workers to reduce the time they spend on administrative tasks from 60% to 10%.
4. To provide high speed, accurate word processing of letters, reports, minutes, recording on ICS (social work computer system), document management system (Sharepoint) and other tasks and activities as required including preparation of materials or presentations using PowerPoint, Word, and Excel.

5. To support the data collection and management process including inputting, obtaining, and compiling statistics from a range of databases and sources to support each of the social workers.
6. Ensure the effective organisation of each of the social workers in relation to children, families, and external agencies such as NHS and schools.
7. To complete work within specified time deadlines to ensure statutory requirements are met, where appropriate.
8. To organise, attend and minute meetings and conferences both virtually, hybrid using the Council Hubs and where required ensuring meetings have appropriate venue, equipment, and refreshments, ensuring follow-up actions are completed on schedule work on actions and efficient distribution of papers.
9. To carry out appropriate research and investigation in liaison with other Directorates, authorities, and agencies.
10. To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, photocopying, scanning, and checking documents in and out of our document management system Sharepoint and new systems when implemented, as necessary.
11. To undertake such other tasks as are consistent with this job description as required.

Generic quality statement: The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

Safeguarding - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

Diversity and Equality - All employees are expected to treat others with dignity and respect.

Health and Safety - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

Data Protection and ICT Security – All employees are required to ensure that any information or data collected or input into a council system complies with the standards set out and any associated processes that are specific to an area of work.

This job description is correct as at the date given above. In consultation with the post holder, it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment, the post holder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.

Specific Tasks:

Social Worker Personal Assistant– Task List

Purpose

The social work personal assistant will assist social workers on a daily basis. Their role will be to proactively assist the social workers to manage their case loads, whilst the social workers retain overall responsibility. The aim is to reduce office based social worker admin time from 60% to 10%.

Social Work Personal Assistants will work with and under the direction of the Social Worker and in line with agreed departmental standards and procedures. Their supervision and line management will however be provided by the Assistant Team Manager/Senior Social Worker/Team Manager.

Duties will include: -

Duty

- Take responsibility, prioritise and be proactive in dealing with enquiries by email, text, MSTs, phone calls and in person.
- Make, take, and respond to telephone calls from clients and professionals, recording the calls on ICS (computer system).
- Preparing letters and email correspondence to other professionals under guidance of the social worker which could include arranging appointments with clients, inviting professionals to meetings, drafting replies to enquiries.
- Maintain documents on Sharepoint, emails, documents and other correspondence sent directly to social workers.
- Provide team administrative support during duty weeks.

Diary Management and Case Co-ordination

- Pro-actively arrange meetings and visits in social worker diary – book rooms, MSTs meetings including the use of the Council electronic Hubs to enable hybrid MSTs/in person meetings with families and other agencies and send invites and arrange transport as required.
- Schedule in a timely manner reminders in diaries for reports due for Child Protection (CP), Core Group and Legal Strategy Meetings (LSM), social worker visits.
- Proactively preparing social workers in advance of meetings, such as room preparation, provision of copies of reports and subsequent distribution of reports, assessment and plans to partner agencies and families.

Finance

- Process invoices and provisions on ICS, including petty cash, foster carer payments, other invoices, etc.
- Draft appropriate information including a case summary and rationale for Resource Allocation Group forms for social workers, taking information from ICS, where cost is above team manager authorisation level.
- Anticipate and arrange transport for children and their families including travel warrants.
- Anticipate and organise the booking of transport for social workers including pool cars, hire cars, ferry, and train.

Caseload Management

- Be responsible for updating ICS records including address changes, involvements etc.
- Writing and entering CP/Children Looked After (CLA) or other visits for social worker authorisation onto ICS.
- Entering details onto ICS.
- Support social workers with updating chronologies under their direction.
- Creating new clients on the ICS system as required.
- Prepare, quality assure and file documents for Court. Entering generic information on Court Report application templates and pre-populating information taken from ICS.
- Completing referral forms for other agencies and Council Services including step down to early help / Supporting People / resilience Around Families Team.
- Quality assure and assist in the preparation of reports for meetings and performance reporting.
- Tracking caseloads and ensure data quality and data cleansing.
- Be aware of local resources for families and advise social workers of these and how to access them, including Family Hubs.
- Be responsible for updating key partner agencies with any changes to key information regarding individual children as per good practice guidance.
- Support social workers to effectively use mobile devices so they are kept up to date on key information.
- Ensure compliance with Data Protection Policies

PERSON SPECIFICATION

JOB TITLE: Social Worker Personal Assistant Level 6

DIRECTORATE: Children’s Social Care

SALARY: Scale 6

E = Essential D = Desirable		SOURCE OF EVIDENCE – Application Form = A Test = T - Interview = I	
	1. EXPERIENCE, direct work experience, other relevant experience. = 5	W	
E	Considerable and relevant administrative and secretarial experience		AI
E	Extensive experience of organising and minuting senior management meetings		AI
E	Basic experience of supervision and line management of staff		AI
E	Experience of providing support to a number of people within a team		
	2. KNOWLEDGE, without which the job cannot be done effectively = 4	W	
E	Up to date and relevant knowledge of office, secretarial and administrative practices, and procedures		AI
E	Excellent and extensive knowledge of Microsoft Office Systems including MSTs, Word, Excel, Outlook and Calendar, PowerPoint		AI
D	Knowledge of the work of Council services for children		AI
	3. SKILLS & ABILITIES, essential/capable of doing, desirable/able to train 5	W=	
E	High speed, accurate word-processing, and keyboard skills		AI
E	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable		AI
E	Ability to work under minimum supervision, to make decisions act on own initiative and use excellent organisational skills		AI
E	Ability to utilise effectively a variety of IT packages including Microsoft Office and relevant databases including electronic case management and document management systems		AI
E	A professional and polite telephone manner with a focus on Customer Care showing an awareness, respect and understanding of family needs, challenges, and issues		AI
E	Accurate numerical skills and excellent communication skills both verbal and written		AI
	4. QUALIFICATIONS, TRAINING AND EDUCATION, also identify training to be given. W =3		
E	BTEC National / A levels or equivalent / NVQ Level 3		A
E	RSA III typing qualification, ECDL or equivalent		A
E	4 GCSEs Grades A – C to include Maths and English		A
D	NVQ Level 4 / IAM Diploma / Relevant management qualification or equivalent		A

	5. PERSONALITY, SOCIAL SKILLS, relationships, thinking style, disposition. W =3	
E	The ability to communicate effectively at all levels with the public, staff, Members, and other agencies on sensitive and personal issues	AI
E	Must be able to operate in a highly confidential and professional manner at all times	AI
	6. OTHER FACTORS, physical mobility, availability, conditions etc.	
E	Must present a positive image of the Isle of Wight Council	
E	Must be able to work in more than one location, though the role will be office-based in County Hall	