



Identifying Facts	
Title of Post: Social Worker Personal Assistant	
Directorate: Children's Services	Post No:
Section: Operational Development	Date: October 2024
Responsible to: Assistant Team Manager	

JOB PURPOSE

1. The **Social Work Personal Assistant** in the **Multi-Agency Safeguarding Hub (MASH)** plays a key role in supporting social workers and the MASH team by managing administrative tasks related to safeguarding children and vulnerable adults.
2. The role involves receiving calls, conducting agency checks, maintaining records, and ensuring that all administrative aspects of MASH operations are completed accurately and efficiently. This position is crucial in supporting the effective functioning of MASH by enabling timely information sharing and coordination between agencies.

Major Tasks:

1. Call Management

- Act as the first point of contact for the MASH, answering incoming safeguarding calls and inquiries from professionals, partner agencies, and the public.
- Record details of all calls accurately, ensuring that key information is captured and passed to the appropriate team members for further action.
- Escalate urgent safeguarding concerns to the relevant social worker or MASH Manager for immediate attention.

2. Agency Checks and Information Gathering

- Collate and document information from different agencies to create a comprehensive view of safeguarding concerns, ensuring all data is accurate and up to date.
- Maintain clear and secure records of all communication and information obtained from external agencies.

3. Record Creation and Management

- Create and maintain individual case records for children, young people, and vulnerable adults referred to MASH, ensuring that all relevant details are captured in the case management system (e.g., MOSAIC).
- Update records promptly with new information from agency checks, assessments, and safeguarding decisions.
- Ensure case records are stored securely and comply with data protection laws, including GDPR.

4. Administrative Support

- Provide administrative support to social workers and MASH staff, including preparing documents, managing schedules, and assisting with case coordination.
- Assist in organising and scheduling multi-agency meetings and strategy discussions, ensuring relevant documents are distributed in advance.
- Accurately take minutes at multi-agency meetings, summarising key points, actions, and decisions, and ensure that minutes are shared with the appropriate stakeholders.

5. Data Entry and Reporting

- Input data into the MASH case management system (e.g., MOSAIC) and ensure that all records are complete, accurate, and up to date.
- Assist in generating reports on referral volumes, case progress, and safeguarding outcomes for internal use and reporting to partner agencies.
- Monitor case deadlines and ensure that any outstanding actions are followed up promptly.

6. Compliance and Confidentiality

- Ensure all information shared and recorded within the MASH is handled in accordance with GDPR, the Data Protection Act 2018, and local confidentiality agreements.
- Follow established MASH protocols for information sharing, ensuring that sensitive data is only shared with authorised individuals and agencies.

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** in the **Multi-Agency Safeguarding Hub (MASH)** plays a key role in supporting social workers and the MASH team by managing administrative tasks related to safeguarding children and vulnerable adults.

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.

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.

PERSON SPECIFICATION

JOB TITLE: Social Worker Personal Assistant Level 6

DIRECTORATE: Children’s Social Care

SALARY: Scale 6

E = Essential		SOURCE OF EVIDENCE – Application Form = A	
D = Desirable		Test = T	
		Interview = I	
	1. EXPERIENCE, direct work experience, other relevant experience.		
	W = 5		
E	Considerable and relevant administrative and secretarial experience	A, I	
E	Extensive experience of organising and minuting senior management meetings	A, I	
E	Basic experience of supervision and line management of staff	A, I	
E	Experience of providing support to a number of people within a team		
	2. KNOWLEDGE, without which the job cannot be done effectively		
	W = 4		
E	Up to date and relevant knowledge of office, secretarial and administrative practices, and procedures	A, I	
E	Excellent and extensive knowledge of Microsoft Office Systems including MSTs, Word, Excel, Outlook and Calendar, PowerPoint	A, I	
D	Knowledge of the work of Council services for children	A, I	
	3. SKILLS & ABILITIES, essential/capable of doing, desirable/able to train		
	W = 5		
E	High speed, accurate word-processing, and keyboard skills	A, I	
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	A, I	
E	Ability to work under minimum supervision, to make decisions act on own initiative and use excellent organisational skills	A, I	
E	Ability to utilise effectively a variety of IT packages including Microsoft Office and relevant databases including electronic case management and document management systems	A, I	
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	A, I	
E	Accurate numerical skills and excellent communication skills both verbal and written	A, I	
	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 (9 – 4) to include Maths and English or equivalent	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	A, I
E	Must be able to operate in a highly confidential and professional manner at all times	A, I
	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	