

Job Description

Cyngor Bwrdeisdref Sirol

Blaenau Gwent

County Borough Council



Social Services Department

Post Title	Service Support Co-ordinator		
Post Number	BG03627	Grade	5
Base	Bridge Street, Ebbw Vale	Hours of Work	18.5 hours
Car User Allowance	Casual	Disclosure	None
Contact	Senior Service Support Officer 01495 355274	Updated	July 2014

Principal Job Purpose

Responsible to: Service Support Team Leader, Social Services

Responsible for: To assist with the Divisional functions and processes to the Adult / Children's Services Division. Supervision of Care Management Support / Safeguarding and Quality Assurance / administrative functions.

Principal Accountabilities

1. To follow the departmental administrative procedures for Adult / Children's Services.
2. To oversee the updating of the electronic filing system (Civica). Scanned information demands to be accurate, clear and readable in order for social work staff and outside agencies to locate files electronically to read and audit files.
3. Management and co-ordination of the Child Protection Register (CS Only) POVA data (AS Only)
4. To provide advice and guidance on systems and procedures to staff.

5. To ensure DRAIG and other information databases are kept up to date, accurate and to assist in the continued development of such systems.
6. To provide Management Information including collating and reporting Performance Indicators and statistical data collection.
7. To co-ordinate, arrange and minute meetings as and when required.
8. To co-ordinate and monitor the processing of Service Placements, complete the necessary documentation, maintain records and ensure the inputting of necessary computer data (Adult Services only).
9. To oversee the work demands of the team is carried out efficiently and in a timely manner.
10. To manage and co-ordinate the diary for arranging Child Protection Conferences (Children's Services only).
11. To manage and co-ordinate the diary for arranging Looked After Children Reviews (Children's Services only).
12. To manage and co-ordinate the diary for arranging Protection Of Vulnerable Adults (Adults Services only)
13. To focus on data integrity and quality assurance
14. To attend mandatory supervision and participate in supervision sessions.
15. To supervise support staff as per Supervision Policy.
16. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
17. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification

1. Qualifications & experience	Assessment Method				
Qualifications/relevant experience	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ Level III or equivalent in relevant discipline eg: Administration / Business & Finance	Essential	✓			
NVQ Level IV / HNC Business Administration or equivalent	Desirable	✓			
IT Qualification e.g. ECDL; Clait; Word Processing	Desirable	✓			
Other experience					
Proven experience of working in business administration	Essential		✓		✓
Extensive working experience of Microsoft Office Suite	Essential	✓			✓
Experience of working in a performance driven setting	Essential	✓			✓
Experience of delivering training and identifying training needs	Desirable	✓			✓
Experience of business administration / IT development in a social care sector	Desirable	✓			✓
Experience of Project Management	Desirable	✓			✓
Knowledge/Skills					
Extensive knowledge of information systems and Microsoft Office Suite	Essential	✓	✓		
Knowledge of Health & Social Care practices and relevant legislations.	Essential	✓	✓		✓
The ability to understand business processes and complement them against IT information systems.	Essential		✓		
The ability to identify inefficient administration systems and the capacity to achieve change.	Essential		✓		
The ability to understand and communicate with others, the functions available within an IT information system.	Essential	✓			
The ability to work as part of a team	Essential	✓	✓		
Demonstrate a commitment to local government and issues surrounding it	Desirable	✓			
Aware of business processes within service area	Desirable				

2. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude		✓		✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team		✓		✓
	Ensures equality & diversity issues are integral to service delivery		✓		✓
	Recognises when it is necessary to take a firm but appropriate line		✓		✓
	Supports & encourages good work-life balance in the team		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives		✓		✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓		✓
	Consults team and others, inside and outside the organisation, for improvement ideas		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication		✓		✓
	Communicates positively and respectfully		✓		✓
	Checks others' understanding		✓		✓
	Clearly explains and justifies decisions made elsewhere		✓		✓
	Encourages team members to think about and suggest improvements		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions		✓		✓
	Ensures decisions linked to continually improving performance		✓		✓
	Uses problem solving as a method of improving the service		✓		✓
	Seeks clarification or challenges appropriately		✓		✓
	Explains decisions appropriately		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together		✓		✓
	Promotes and contributes to partnerships to continually improve services for the citizen		✓		✓
	Networks effectively internally and externally		✓		✓

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		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓		✓
	Ensures team is focused on serving the citizen as the first priority		✓		✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery		✓		✓
	Is positive about the organisation and the community it serves		✓		✓