

Job Description

DIRECTORATE:	Social Services and Wellbeing Directorate
DEPARTMENT:	Business Support
POST:	Social Work Support Officer
GRADE OF POST:	GR06
RESPONSIBLE TO:	Team Leader Business Support (Operational Networks)

JOB PURPOSE:

To provide direct support and assistance to social workers by ensuring the provision of a high quality administrative and support service. This Support will assist in the day to day running of the team and aims to achieve positive outcomes for adults, children/young people and their families/carers.

The role will support and co-ordinate social work practitioners by ensuring the day-to-day requirements of the team are met, and to act as a direct point of contact ensuring that contact with individuals, families, and partner agencies, are routinely maintained.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Responsible for collation of accurate information from a range of partner organisations and arranging for more specialist information to be made available when appropriate.
- Processing of service documentation which can include the formatting of letters and documents, updating information in an accurate and timely manner on the WCCIS database and the electronic filing system in relation to client records. This will ensure compliance with GDPR, while working within the legislative regulatory and policy framework of social care services.
- As a point of contact for the team, dealing with enquiries taking messages from members of the public and other agencies, which may be over the telephone and occasionally face to face.
- Providing support as directed to a range of staff. Liaising with families, other agencies and professionals as appropriate, to ensure the needs of individuals are met, and ensuring accurate records are maintained.
- Assist the organisation and co-ordination of a range of service related and multi-agency meetings by co-ordinating calendars and circulating relevant documentation.
- Assist the review of administrative processes and procedures.
- Support to the maintenance of the team petty cash system, processing requests for re-imburement of expenses ensuring accuracy and attention to detail.
- Work with the Performance team officers and social workers to monitor compliance with the effectiveness of key performance indicators for the team.
- Arrange and co-ordinate visits for Social Workers with children, families and other professionals. Ensuring that children and families have opportunity to discuss matters with their allocated social worker.
- Supporting social work practitioners to undertake their statutory responsibilities.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Social Work Support Officer

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> A good standard of education to QCF Level 3 or an ability to demonstrate competence through experience. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of working in an office environment. Familiarity with administrative processes and systems. Experience of using Microsoft Office. Experience of using WCCIS, and of working in a social care business support role. An awareness of Data protection, GDPR and Freedom of Information Policy and Protocols. 	Yes Yes	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Ability to form constructive working relationships with colleagues. Ability to demonstrate good administrative and organisational skills. Accuracy, attention to detail, and an ability to work within appropriate timescales. Ability to communicate clearly and effectively both verbally and in writing. Ability to think clearly. Ability to work flexibly and proactively. The ability to communicate through the medium of Welsh. 	Yes Yes Yes	Interview, application form, and selection process.