

Job Description

DIRECTORATE:	Social Services and Wellbeing
DEPARTMENT:	Western Bay Adoption Team
POST:	Adoption Service Support Officer
GRADE OF POST:	Grade 06
RESPONSIBLE TO:	Business, Performance and Marketing Manager.

JOB PURPOSE:

Develop and provide a range of business support activities to the Adoption Team within the Children's Social Care Service, to enable it to meet its statutory obligations and provide timely and effective services, focusing on finding families for children in our care.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To develop and implement a comprehensive, effective and efficient administrative support service to meet the Adoption Team business requirements.
- Provide administrative support to the teams within the Adoption Service, including processing enquiries, undertaking medical and DBS checks, and progressing references for assessments and renewals.
- Act as a first point of contact for the service providing routine advice and information in relation to the Adoption service and dealing with enquiries/signposting from members of the public, professionals, and outside agencies.
- Processing a range of weekly payments in a timely manner via the electronic system used for this purpose and to support the Business Support Team Leader in the weekly and monthly validation of payments.
- Processing service and other related documentation, updating and validating the WCCIS/APEX information database as required ensuring records for this service area are maintained accurately, and assisting in its future development of the system.
- To support the financial function of the Directorate as and when necessary, including use of the payment card.
- Co-ordination, scheduling and arranging the Adoption panels that can be highly sensitive and challenging, and all associated administrative work to support the panel. This will include minute taking within strict timescales, and distribution of all associated documentation (this role routinely involves being exposed to and handling high risk and extremely sensitive information).

- Administer the financial assessment review process for Adoption Allowances.
- Assisting the social work practitioners with administrative systems development and maintenance. This includes providing advice and support on the use of APEX/WCCIS and monitoring and ensuring the integrity of the APEX/WCCIS database.
- Assisting the Business Support Team Leader to set objectives, targets and implement new procedures.

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

Adoption Service 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 equivalent to QCF Level 3 or able to demonstrate competence through relevant experience. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using Microsoft Office. Knowledge and experience of administrative and or financial practices and procedures. Experience of working within a Local Authority and/or service/support orientated environment withing Children's Social Care or similar. Familiarity of the WCCIS or another comparable social services database. Knowledge of the General Data Protection Regulation (GDPR) and how this relates to the production and circulation of sensitive information. 	Yes Yes	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Experience of minute taking or a willingness to learn this skill. An ability to work well under pressure, and within appropriate timescales. Ability to demonstrate good organisational skills and an ability to work flexibly and proactively. 		Interview, application form, and selection process.

**Skills &
Personal
Qualities
Continued**

- Ability to communicate clearly and effectively both verbally and in writing.
- Ability to form constructive working relationships with colleagues and external agencies, and an ability to work as part of a team.
- The ability to communicate through the medium of Welsh.

Interview, application form, and selection process.