

Isle of Wight Council Job Description



Identifying Facts	
Title of Post: Social Worker Personal Assistant	
Directorate: Children's Services	Post No:50051706
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 three social workers within Children's Social Care as set out in the task list.

Major Tasks:

1. To provide the full range of effective and administrative support functions to three 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, prioritisation of all correspondence
2. To provide administrative support to each of the three social workers to reduce the time they spend on administrative tasks from 60% to 10%
3. To provide high speed, accurate word processing of letters, reports, memos, minutes, recording on ICS (social work computer system) and other typing tasks and activities as required including preparation of materials or presentations using PowerPoint, Word and Excel
4. 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 three social workers
5. Ensure the effective organisation of each of the three social workers in relation to children, families and external agencies such as NHS and schools
6. To complete work within specified time deadlines to ensure statutory requirements are met, where appropriate

7. To organise, attend and minute meetings and conferences ensuring meetings have appropriate venue, equipment and refreshments, ensuring follow-up actions are completed on schedule work on actions and efficient distribution of papers
8. To carry out appropriate research and investigation in liaison with other Directorates, authorities and agencies
9. To undertake general office administrative tasks as required including maintaining efficient electronic filing systems, photocopying, scanning and faxing, as necessary
10. 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 in to 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 up to three 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 a [Senior Admin Officer](#).

Duties will include:-

Duty

- Take responsibility, prioritise and be proactive in dealing with enquiries
- Make, take and respond to telephone calls from clients and professionals, recording the calls on ICS (computer system)
- Preparing letters to other professionals under guidance of the social worker which could include arranging appointments with clients, inviting professionals to meetings, drafting replies to enquiries
- ESCR emails, documents and other correspondence sent directly to social workers

Diary Management and Case Co-ordination

- Pro-actively arrange meetings and visits in social worker diary – book rooms and send invites, 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)
- Proactively preparing social workers in advance of meeting, such as room preparation, provision of copies of reports etc

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

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 CLA details onto ICS
- Take responsibility for updating chronologies
- 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
- Quality assure and assist in the preparation of reports for CP, LSM, Core Group etc.
- Tracking caseloads and ensure data quality
- Be aware of local resources for families and advise social workers of these and how to access them

- Be responsible for updating key partner agencies any changes to key information regarding individual cases 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