**JOB DESCRIPTION**

**Children’s and Joint Commissioning**

**Fostering Team**

**JOB TITLE:** SUPPORT ASSISSTANT

**DIVISION:** CHILD & ADULT SERVICES – FOSTERING TEAM

**GRADE:** BAND 6

**RESPONSIBLE TO:** SENIOR BUSINESS OFFICER

**POST REFERENCE:**  102186

**Purpose of Post**

Provide effective and efficient clerical and administrative duties to the Fostering Team.

All staff will be expected to interpret their role in the context of the vision, values, strategies, objectives and aims of the Fostering Team within the Childrens and Joint Commissioned Services department, and in the broader context of the Council and its partners. In carrying out their roles, they will be contributing to the development and implementation of national and local policy.

Staff will also be expected to contribute constructively to continuous improvement in terms of performance, outcomes, cost and quality. They will promote positive team working will colleagues across the Council, and work in partnership with staff from other agencies, representatives of users and carers, and elected Members as required.

The post holder is responsible for handling extremely confidential information of a personal nature and must ensure that this information is not disclosed inappropriately in line with the Data Protection Act.

**Key Relationships**

All staff will be expected to promote partnership working within the Fostering Team and also across the Department as a whole and contribute constructively to the continuous improvement, performance management and best value culture.

Additionally, key relationships for this post will be

* Fostering Management Team
* Fostering Staff
* Young children and families
* Foster Carers/ Connected Carers
* Medical Practices
* Colleagues within the Local Authority

**Main Duties and Responsibilities**

1. To take responsibility for specific administrative functions at a level commensurate with the grading of the post.
2. To provide a full, effective and timely range of clerical and administrative service, for Fostering Team and other teams within the Windsor Offices, including:  
   - Dealing with incoming and outgoing post, including the oversight of postage stamps.  
   - Ordering good and services, raising credit notes, dealing with payment of invoices and raising invoices.   
   -Taking minutes of meetings for Fostering Panel, Team Meetings, Strategies and other complex meetings.   
   -Scanning documents and uploading onto Information Management System.
3. Maintenance of diaries and confidential files, using desktop publishing products, such as Microsoft Office and secure email procedure (Egress).
4. To respond appropriately to all telephone enquires ensuring that they are dealt with confidentially, effectively and efficiently.
5. Maintaining computerised records and databases including data input for ICS, Integra, EPR and EHM. (Training will be provided).
6. Maintaining records for foster carers/ connected carers.
7. Undertaking financial processes, in accordance with the Council’s financial regulations including purchase orders/ invoices/ credit notes and complete the good received process, as well as maintenance and oversight of petty cash.
8. Operate and demonstrate to colleagues, specific ICT software packages e.g. word processing packages, databases, spreadsheets, specialist and bespoke software, to be used in the preparation of documents, reports and presentations.
9. Scheduling and organising meetings and minutes, which includes organising car parking, booking rooms, providing refreshments and receiving visitors.
10. Supporting access to travel arrangements as necessary.
11. Attend all mandatory and other training identified and approved by the line manager to further develop skills and knowledge relevant to the post.
12. Assist in organising maintenance and repairs for the Windsor Offices.
13. Cover reception duty as and when required within the One Stop Shop.
14. Arrange meetings for staff that require assistance.
15. Any other duties of a related nature, which might reasonably be required and allocated by the Senior Business Officer and Fostering Team.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 31/05/2023

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**