



Placement Officer

Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Placement Officer at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a Placement Officer, you will report to the Senior Placement Manager. Your role will be to provide coordination and support to all placement, admission and discharge processes associated with all children's placements

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

A handwritten signature in black ink that reads "Georgia Thorpe". The script is cursive and fluid.

Georgia Thorpe

Head of Business Development & Commissioning Manager.



The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services, and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care, and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations and centralised support functions such as finance, HR, fundraising, and communications.





Description

Job Title	Placement Officer - 12-month Fixed Term Contract
Reports to	Senior Placement Manager
Direct reports	None
Level	Officer
Probationary Period	Five months - this is a regulatory requirement for all new employees of The Children's Trust.
Location	Tadworth, Surrey
Salary	£29,861 per annum
Hours of Work	37.5hrs per week
Working Pattern	Monday to Friday 08:30-16:30 / 09:00-17:00
Hybrid Working	The role requires the post holder to be on-site 4 days per week.
DBS	Enhanced with Child Barred List
Benefits	Retention of NHS Pension is possible however as a charity organisation independent of the NHS, we do not follow Agenda for Change terms and conditions. Consequently, we are unable to take into account NHS incremental dates or continuous service for salary, annual leave, or related entitlements such as absence pay at the point of recruitment. We do offer a range of staff benefits, please see the staff benefits pack for more details.

Job Purpose

The role of Placement Officer is to provide high quality support to all placement, admission and discharge processes associated with all children's placements. This will include providing clerical support in planning, attending, and minuting meetings, as well as managing and executing processes associated with children's placements, including managing and updating our children's records system, supporting on billing processes, in particular debtors' management, and contracting, whilst also supporting the wider business development and commissioning team on clerical matters, ensuring operations run smoothly. You will liaise with internal and external stakeholders, including families, referrers, and commissioners, maintaining excellent relationships and delivering exceptional customer service at all times, acting as an ambassador for The Children's Trust.



Duties and Responsibilities

- Circulating enquiries/referrals, coordinating assessments, gathering information from internal and external counterparts and formatting, and circulating Referral Screening Reports alongside Referral Manager in preparing for placements.
- Coordinate admission planning tasks including arranging parental accommodation, putting together welcome letter and parental agreement, informing reception, and updating relevant spreadsheets.
- Drafting and circulating pre-admission commissioning paperwork such as ICB letters and funding applications.
- External liaison with parents, referrers, and funders to ensure they are kept updated throughout the pre-admission process, alongside the Referral Manager.
- Supporting with in-person and virtual tours for children and their families directed by Placement Managers.
- Provide cross cover to main aspects of Placement Manager or Referral Manager role short-term, if required e.g. sickness, annual leave.
- Minute taking of meetings (including but not limited to complex discharge/transition planning meetings), and distribution of minutes within timely manner following meeting.
- Coordinating children placement reports, including chasing completion, formatting, and circulation in liaison with Placement Managers/Senior Placement Managers.
- Coordinate collation of (Looked After Child) review reports for residential school children from multi-disciplinary teams ahead of 6 monthly meetings for Placement Manager/Senior Placement Manager.
- Circulating family survey at end of children's placements and completing monthly Ofsted spreadsheet and other statutory reports/data returns with current placement details.
- Monitor Business Development & Commissioning team generic email inboxes and phone line distributing enquiries as required and ensuring timely response.
- Keep ICRS and electronic records up to date with relevant information such as enquiries/referrals, contacts, contractual and other documents, notes, and bookings for all services.
- Coordinate production of quarterly contract management reports and presentations (via PowerPoint) for commissioning bodies including NHS England.
- Support with completing monthly contractual returns for funding authorities.



- Coordinate the teams Purchase Orders on finance system (Access) and receipt orders once received, working in conjunction with wider team, under direction of Head of Department to ensure purchase processes and policies followed appropriately
- Work with Billing & Contracts Officer to support recover of outstanding placement debt with funding authorities, as directed by Senior Placement Manager.
- In conjunction with Placement Manager's, support the interpreter bookings process with external agencies. Interpreter inductions on first day, providing them with the relevant paperwork, tour of site, signing off timesheets in line with booking request.
- Administrative and coordination support to the Business Development & Commissioning team.
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

Health and Safety

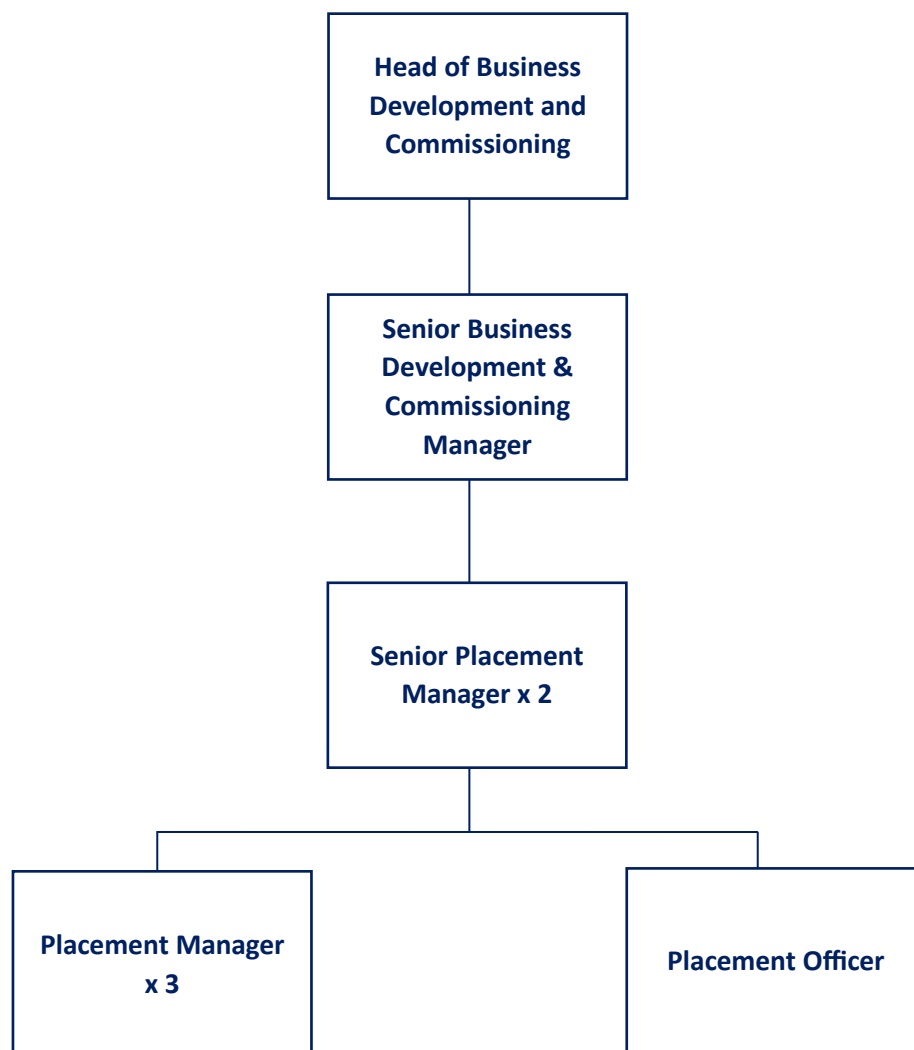
- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (Vantage), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	• Educated to A level or equivalent experience. • Secretarial/minute taking qualification.	Essential Desirable
Experience	• Administrative/secretarial experience working with a range of people, and able to adapt approach accordingly. • Working under pressure in complex and demanding environments, and to specific timeframes. • Ability to build strong relationships with a wide range of internal and external counterparts. • Experience of working with databases and updating tracking spreadsheets and information systems. • Experience minute taking complex meetings with internal and external counterparts in attendance.	All Essential
Skills & Knowledge	• Highly organised approach. • Excellent verbal and written communication skills. • Excellent telephone communication skills. • Proficient in the use of Microsoft Applications - Word (high), Excel (high), PowerPoint (high). • Data input experience. • System (computerised) experience. Understanding of statutory funding in NHS and/or local authorities, and health care and education sectors.	All Essential
Personal Qualities	• Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment.	All Essential



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information,

see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims

are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

