

Job Description

Job Title:	Social Work Assistant Hillingdon
Service:	Coram Ambitious for Adoption
Project:	RAA Adoption Service Hillingdon
Reporting to:	Service Manager, RAA Hillingdon
Hours per week:	21 per week
Salary Range:	£21,496.43 per annum (£30,095.00 FTE)

Purpose of the role:

- To facilitate exchanges of information for the child between their birth family and their adopted family to enable the child to feel accepted within their new family whilst enabling him/her to feel comfortable in acknowledging their identity and giving them reassurances about their birth family.
- To assist with finances and the paying and tracking of invoices and other payments associated with the adoption team.
- To work as part of the wider Adoption administration team to support the smooth and efficient day to day running of the Adoption office (Hillingdon)

Main duties and responsibilities:

- To provide support and advice to both adopters and birth family members to enable a sensitive and confidential approach to letterbox communications in consultation with the post adoption worker.
- To work closely with partner agencies particularly Children's social care to enable a smooth-running service.
- To meet with Adopters and birth family members to help them understand the purpose of the service
- To keep a record of all exchanges
- To assess all incoming post and use your judgement on the suitability of letters for forwarding.
- Attendance at team meetings when required to put forward topics for discussion.
- To talk to prospective adopters at Adoption Preparation training about the role and purpose of the Post Box scheme.
- Recording, photocopying, scanning and filing all incoming post relating to letterbox and to upload to electronic adoption records.
- Additional work when required such as attendance at support groups, children's groups, adoption activity days and exchange days.



- The post holder should be aware of research indicating that post box promotes the child's emotional and physical wellbeing.
- To assist with the maintenance of office systems, including data management and filing in relation to the Adoption Support Service, using Civica, Iron Mountain and LCS as required.
- To be responsible for organising and managing the logistics for key meetings, including, if necessary, the marketing, communications, hospitality, guest list and invitations.
- To maintain appropriate electronic (Excel, LCS and CIVCIA) files. To work as part of the adoption team, assisting when workloads are high and working to tight deadlines.
- To respond appropriately to enquiries, take messages and ensure they are acted on/passed on. To be part of the Duty system as required.
- To assist the social work team with ASF applications and reviews of services as required.
- To minute meetings and ensure that actions are noted and circulated promptly.
- To demonstrate a commitment to equal opportunities and Diversity. To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To be responsible for own health and safety and the health and safety of others. To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information, it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)
- To be able to work in the Hillingdon office, as and when required.
- Must be available to work outside normal business hours as required.

Person Specification

Job Title:	Senior Work Assistant
Service:	RAA Adoption Service Hillingdon
Project:	RAA Adoption Service Hillingdon
Reporting to:	Service Manager, Hillingdon
Hours per week:	21 Hours per week
Salary Range:	£21,496.43 per annum (£30,095.00 FTE)

Skills and experience:

- Proven ability to manage a range of complex tasks simultaneously.
- Excellent eye for detail.
- Excellent planning and organisational skills.
- Experience of working in a busy office where both accuracy and meeting deadlines is important.
- Computer literate with comprehensive working knowledge of Word, Excel, PowerPoint and Outlook
- Database experience essential – experience of LCS/Civica in particular would be advantageous.
- Good interpersonal and communication skills.
- Proven ability to set deadlines, meet priorities and work under pressure.
- Proven experience of drafting reports and letters to a high standard.
- Experience of minuting complex meetings and providing accurate and high-quality records.
- Ability to work on own initiative.
- Ability to maintain confidentiality.
- To be able to work in the Hillingdon office, as and when required.