



<b>JOB TITLE:</b>	Initial Fostering Assessment Officer		
<b>GRADE:</b> <b>JOB CODE:</b>	G6	<b>SERVICE AREA:</b>	Fostering
<b>REPORTS TO:</b>	Team Manager, Senior Practitioner, Recruitment & Assessment Team	<b>LOCATION:</b>	Children's Services
<b>SPECIAL CONDITIONS:</b>	<ol style="list-style-type: none"> <li>1. There will be a requirement on you to attend training in connection with the delivery of new protocols and new standards of customer care in relation to the recruitment of new foster carers.</li> <li>2. There will be a requirement for flexible working outside of normal office hours, as the post and service demand requires.</li> </ol>		

### 1. Main purpose of the job role:

- To provide an efficient and effective reception, service advice and supporting administrative service to the Family Placement Service. This includes advising callers regarding the service provision in an accurate and clear manner over the telephone.

### 2. Role specific duties and accountabilities:

- Undertake fostering recruitment duties to include providing an immediate response to all initial enquiries from members of the public, making and receiving telephone calls, accurately recording messages, arranging meetings and maintaining an appointment diary within the recruitment task.
- To undertake initial visits to people interested in fostering within their own homes, when required, due to service pressures.
- Undertake stepparent adoption initial enquiries
- Keep accurate records and data of stepparent enquiries/visits
- Develop policy and procedure for stepparent adoptions inhouse
- To support recruitment and marketing activity by developing community links and ensuring consistent information is delivered in line with service needs.
- To implement and operate within current/new processes and standards of fostering recruitment. Including the development of mechanisms to monitor timescales and effective monitoring of the recruitment task.
- To work in conjunction with the Marketing officer
- Undertake additional digital marketing and recruitment training
- Coordination of Skills to Foster Training for fostering applicants
- Delivery of Skills to Foster Training for fostering applicants
- Demonstrate and ability to evaluate and analyse information

- To ensure that all work is recorded promptly and accurately to the required standards and in line with Directorate policy and procedures, including the use of the electronic social care recording system.
- Identify areas that need improved ways of working
- Produce and interpret information to enhance ways of marketing and development
- Actively take part in recruitment events, working evenings and some weekends
- Keeping up to date on legislation / policy changes
- Having good knowledge of the Childrens Act 1989
- Having broad knowledge of the Fostering Minimum standards
- Conduct assessments, evaluate evidence and make decisions within legislation
- Manage work priorities
- Update Digital marketing platforms eg Facebook, X, Instagram
- Run workshops/training regarding stepparent adoption
- Maintain resource databases to assist staff working at the initial contact point to provide information for Service Users and Professionals.
- Implement common standards to guide staff receiving telephone, letter and personal contacts from both internal and external customers.
- Develop and maintain effective links with other reception points within the Council and the interface between all Service Areas.
- To work as part of a team to ensure the effective and efficient delivery of service at the initial point of contact.
- To review and improve the post enquiry process.
- Computer processing as appropriate to the work of the section, to include input to spreadsheets, electronic database systems. To utilise this information to inform the recruitment strategy and service development.
- Ensure operational staff use up to date and correct computer coding systems, providing advice and guidance where necessary.
- To promote the security, confidentiality and accuracy of Children Services records and information systems with due regard to legislation, Council Policy and Procedures.
- To promote the principles of Children services Information Strategy, to be aware of public information currently available within Children's Services and to be able to signpost to other resources where appropriate.
- To promote and enforce the Council's Equal Opportunity Policy.
- To promote and enforce the Council's Health and Safety Policy.
- To work at all times in accordance with the aims and objectives of Children's Services and Walsall Local authority.
- Any other duties in consultation with the employee and in accordance with provisions of relevant employment legislation.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b>		
Ability to use computers and related technology efficiently	A/I	3
Ability to demonstrate adaptability and flexibility at work (this will include flexibility with working hours as required)	A/I	3
Ability to communicate effectively at all levels verbally and in writing with a diverse range of people; demonstrates a good level of written work, recording.	A/I	3
Experience and creative approach to engage applicants and members of the public	A/I	3
Ability to establish good working relationship	A/I	3
Ability to work independently interpret and analyse varied and complex information or situations and to identify solutions		
Ability to undertake appropriate assessments (initial visits)	A/I	3
Ability to take responsibility for own learning and development	A/I	3
Ability to take responsibility for managing his/her own workload and decide priorities. The ability to use own initiative to respond independently to problems and unexpected situations as agreed in supervision with the Team Manager.	I	3

Willingness to undertake appropriate training in marketing, fostering recruitment	A/I	3
Flexibility to work evenings and weekends		
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Some knowledge of fostering regs and standards	A/I	3
Worked in social care setting previously	A/I	3
Knowledge of working restoratively	I	3
Knowledge of fostering regs and minimum standards	A/I	3
Demonstrates an understanding and commitment to equality of opportunity and anti-discriminatory practice and the ability to challenge anti discriminatory practice.	A/I	3
Evidence of continuous professional development (where applicable)	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Level 3 qualification in customer service, marketing, fostering social worker, foster carer or social care.	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	A/I	3
Car Driver and have use of a car	A/I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>	Sandra Thorneycroft	<b>Date:</b> 25.09.24