

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Supported Lodgings Officer
Grade	PS7	Reports to (role title)	Team Manager
		Directorate / School	Childrens, Schools and Families
JE Band	228-268	Service / Department	Fostering
		Date Role Profile was created	01/06/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Supported Lodgings Officer will provide significant support to Qualified Social Work staff in the Fostering Service Lodgings Team.</p> <p>The Supported Lodgings Officer will be a case-holder and will complete supervisory visits for Lodgings Carers.</p> <p>The Supported Lodgings Officer will take carer enquiries and complete initial visits alongside the Fostering Recruitment Team.</p> <p>The Supported Lodgings Officer will complete lodgings carer assessments and undertake Lodgings annual reviews. They will manage referrals to the scheme and maintain accurate records to enable data collection and reporting mechanisms.</p> <p>The Supported Lodgings Officer will complete Referral interviews to assess suitability of young people for the scheme.</p> <p>The Supported Lodgings Officer will assist with delivering and making appropriate arrangements for training programmes and will aid with general communication.</p> <p>The Supported Lodgings Officer will complete direct work with both the young person and the Lodgings Carer as and when required.</p> <p>The Supported Lodgings Officer will attend Looked-After Children reviews, planning meetings, placement meetings and any other operational meetings that relate to the Lodgings Carers.</p> <p>The Supported Lodgings Officer will act as a first point of call for all Supported Lodgings carers and be part of a duty system in order to provide a level of placement support for carers.</p> <p>The Supported Lodgings Officer will assist in maintaining and developing relationships with prospective and/or new carers in order to take them through their journey towards approval.</p> <p>The Supported Lodgings Officer will assist in organising and attending Lodgings Support events and monitor and update social media. They will have the ability to communicate effectively and participate in the production of leaflets, pamphlets and magazines to aid the process of communication and recruitment for the Lodgings scheme</p> <p>The Supported Lodgings Officer may be asked to perform other tasks across the Fostering Service to lend support to other projects or schemes as and when required. This work would be commensurate with the scale and scope of a grade 7 role.</p>
Work Context	<p>The Audit Commission report (October 2008) on Children's Trusts recommended that in order to improve outcomes for children, local councils and other agencies should review current governance and management arrangements. From late 2008, an interim structure within the Children Schools and Families directorate of Surrey County Council has simplified levels of operation and improved lines of accountability within Children's Services. With a new Assistant Director for Children's Services in post, a number of permanent changes are being made to the operating model within the service.</p> <p>Within Surrey, the services of child protection, duty and assessment, looked-after children and vulnerable children will be addressed by four regional teams; covering NW, NE, SW and SE areas of the county.</p> <p>The Supported Lodgings Officer within Surrey is linked to a specific team with a team manager for operational and supervisory reasons. As suggested by the job title, the essence of The Supported Lodgings Officer role is to provide the support a carer may need to enable young people to reach their potential. Often this will take the form of working with the carer but sometimes it may require supporting a social worker in performing other tasks.</p>
Line management responsibility	N/A
Budget responsibility	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> Contribute to risk awareness in carrying out duties and raise issues where appropriate. Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> Monitor, manage and deliver care plans in specified service area. Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. For some roles a relevant degree may be required. Understanding of relevant legislation, processes and procedures and issues relating to the service user group. Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. Able to plan, manage and prioritise a caseload and seek guidance where necessary. Numerate and able to make recommendations for the provision of services in line with the budget determined according to assessment of needs. Competent in a range of IT tools including MS Office and database management systems. Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. Problem solving skills or ability to undertake process or practice improvement with minimal supervision. Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. Experience of working with the user group and of staff supervision where appropriate. Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Education, Training and Work Qualifications</p> <p>Numerate and literate to GCSE or equivalent standard</p> <p>Knowledge</p> <p>Strong awareness of the roles and responsibilities of practitioners working in a childcare environment. Appreciation of best practice approaches in childcare and working with young people. Significant knowledge and experience of working directly with children and young people. Understanding of working with IT systems to manage customers and workflow Basic awareness of relevant legislation and guidance affecting working with children and young people, including the Children Act (1989), The Children Leaving Care Act(2000), Children Act (2004), The Care Leavers (England) Regulations (2010) and Children and Social Work Act (2017)</p> <p>Skills and Abilities</p> <p>Demonstrable ability to work effectively in a childcare or family environment A proven ability to work directly with children and families Strong IT skills, including use of databases, email, Word and Excel Ability to prioritise and manage under pressure with minimal supervision Effective communication skills, both oral and written Self-awareness and willingness to learn Ability to work as part of a team</p> <p>Other Requirements</p> <p>Willingness to work evenings and occasional weekends Willing and able to work/travel within the county Willing to undertake training as required Flexible and dedicated approach to work Hold a full driving licence and use of a car</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
To be completed by JE Coordinator	
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