**JOB DESCRIPTION**

**CHILDREN AND JOINT COMMISSIONING SERVICES**

**JOB TITLE:** SPECIALIST SUPPORT OFFICER (QUALITY & REVIEW UNIT)

**DIVISION:** QUALITY AND REVIEW

**GRADE:** BAND 7

**RESPONSIBLE TO:** HEAD OF QUALITY & REVIEW

**POST REFERENCE:**  107637

**Purpose of Post**

To support in the day to day running of the Quality & Review Unit and support the Head of Quality & Review and all staff within the Unit.

The post holder is responsible for handling highly confidential information of a personal nature and must ensure that this information is kept securely at all times and is not disclosed inappropriately, in line with the Data Protection Act.

All staff will be expected to consider their role in the context of the objectives that the Department is working towards and to contribute constructively to the continuous improvement, performance management and best value culture and also the inter-agency context of the Department’s work.

**Key Relationships**

The post holder will be part of a specialist administration team reporting directly to the Head of Quality & Review and providing a support service across the Quality & Review Unit.

All staff will be expected to promote team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, staff from other agencies and representative groups and working with elected Members as appropriate.

**Main Duties and Responsibilities**

1. To support in the day to day administrative running of the Unit, supporting the Head of Quality & Review and Independent Reviewing Officers.
2. To provide advice to agencies within Hartlepool to ensure effective compliance with child protection procedures in terms of report standards and deadlines.
3. To be responsible for the planning of work within the Quality and Review Unit, ensuring all documentation is prepared and available for child protection conferences, meetings and Looked After Children reviews within timescale.
4. Allocate cases to the Independent Reviewing Officers.
5. To produce detailed notes of multi-agency child protection meetings and ensure families’ contributions to these meetings are accurately recorded.
6. Attend and clerk other meetings, as required.
7. Prepare, collate and distribute reports, papers and minutes
8. To update and maintain information contained within the Integrated Children’s System (ICS) and ensure data held within the system is accurate.
9. Assist senior colleagues in planning, development, design, organisation and monitoring of support systems, and procedures specific to the service area
10. Take special measures to safeguard the confidentiality of the Council’s information. Being responsible for locking away confidential data in accordance with the Council’s Data Protection policy. Ensure the Council’s held information is provided only to approved and/or appropriate persons
11. Completion and submission of monitoring forms and performance data
12. Maintain a working knowledge of pertinent legislation in the service area
13. Take responsibility for specific administrative functions, for example statistical information for completion of statutory and non-statutory returns.
14. As and when required, provide guidance to any Modern Apprentice in the setting
15. Attend and participate in training and development courses as required.
16. Project a positive image of the Department through confident and sensitive interactions with telephone and personal callers, whether Council staff, representatives of other agencies or the general public.
17. Any other related duties which might reasonably be required by the Head of Quality & Review.

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: March 2020

**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.**