 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
DIRECTORATE: Children's Services	SERVICE AREA: SEND and Inclusion
JOB TITLE: Caseworker Assistant – Placements & Governance	GRADE: G
REPORTING TO: Senior Caseworker	

1. JOB SUMMARY
<p>To have administrative oversight of the processes related to the service, ensuring that it is in line with the legislative frameworks and reflects all the relevant legislation relating to the service</p> <p>To maintain links with education providers, families and agencies working with children and young people in the service.</p> <p>To support the caseworkers in the administrative implementation of their duties and associated procedures.</p> <p>To provide advice and answer queries about the processes in the service as required.</p> <p>Support the caseworkers in their duties relating to data quality on the Management Information System.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>To assist on specific projects and take on responsibility for other areas of work.</p>

2. MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	To have administrative oversight of the processes related to the service, ensuring that it is in line with the legislative frameworks and reflects all the relevant legislation relating to the service
2.	To maintain links with education providers, families and agencies working with children and young people in the service.
3.	Support the caseworkers in their duties relating to data quality on the Management Information System.
4.	Contribute to the achievement of team performance and financial objectives
5.	Contribute to the learning and development of people in the team and undertake your own personal development.
6.	Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.
7.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
8.	Support and promote the ongoing work, development and improvement of the Directorate and the Council.
9.	Assist on specific projects and take on responsibility for other areas of work.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development


Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.


Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated: May 2021

 Stockton-on-Tees BOROUGH COUNCIL	PERSON SPECIFICATION	
DIRECTORATE: Children's Services	SERVICE AREA: SEND and Inclusion	
JOB TITLE: Caseworker Assistant – Placements & Governance	GRADE: G	

CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Educated to NVQ level 3 in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work-related experience. 	<ul style="list-style-type: none"> • Related qualifications 	Application
Experience	<ul style="list-style-type: none"> • Customer service • Knowledge and experience of fast moving services with timescales that must be adhered to • Working with Management Information Systems • Partnership working • Promoting a positive culture • Customer focus • Improving services 	<ul style="list-style-type: none"> • Continuous professional development • Working in local government or public sector 	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none">• Effective communication• Problem solving• Effectively plan and prioritise workload• Service-specific information and case management systems• Networking• Microsoft Office technology solutions	<ul style="list-style-type: none">• Information governance and security	Application / Interview
Behaviours	<ul style="list-style-type: none">• Demonstrate the behaviours that underpin the Council's Culture Statement• Leading by example• Collaborative team worker• Handle difficult situations sensitively• Pragmatic, flexible and resilient• Self-motivated, energetic, not easily discouraged		Application / Interview
Person Specification dated: May 2021			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Childrens Services	SERVICE AREA: SEN & Inclusion
JOB TITLE: Casework Assistant	
GRADE: G	
REPORTING TO: Jeremy Thompson, Senior Caseworker	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	n
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	n
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	n
Is required to drive an HGV/LGV/PCV/Minibus	n
Is required to undertake agriculture, horticulture or gardening work	n
At risk from noise that might affect an employee's health (will be required to wear ear protection)	n
Will be exposed to vibration likely to be above the exposure action level.	n
Is exposed to hazardous substances as detailed in Appendix 1	n
Is likely to be exposed to asbestos	n
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	n
May be exposed to lead or lead based products	n
Will handle food	n
Will require a health assessment for regular night working	n
Will be required to undertake the Display screen equipment training	y
Other known risks – please detail	n
No known risks associated with this role	n

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: J Thompson

Date: 0604/2022