

Kent County Council

Job Description: *Kinship Initial Enquiry Advisor*

Directorate:	Children, Young People and Education
Unit/Section:	Fostering
Grade:	KSD
Responsible to:	Team Manager, Kinship Assessment Team

Purpose of the Job:

To provide an efficient, welcoming, friendly and effective service to Children Social Work Teams and members of the public expressing an interest in becoming foster carers with Kent County Council or Special Guardians. Responding to referrals via the Kinship Assessment Team work tray and enquires via email and telephone with the overall aim of promoting the approval of kinship carers for children who are looked after.

The post holder will communicate and provide information to people about the requirements necessary to become a foster carer or special guardian, the initial (viability) assessment process and the full assessment process as well as the ongoing training and support available to foster carers and guardians. The adviser will share knowledge and signpost applicants to relevant information. The role will involve familiarisation with the Kent fostering procedures, fostering and SGO regulations, Kent fostering statement of purpose, the Kent fostering handbook and the relevant fostering policies.

This is a first point of contact for all referrals and potential kinship foster carers so a warm response is essential, where the post holder can demonstrate a real interest and passion for ensuring stable and safe foster carers and guardians for the county's vulnerable children. Kent County Council's values and principles will be promoted by the post holder.

The job will involve working closely with the children's social work teams and kinship team managers, monitoring the progress of all referrals at all stages and compiling statistical information for management reports.

The role will involve the inputting of information onto the database system in line with data protection legislation and recording of information on a central system.

Main duties and responsibilities:

- Provide a friendly, welcoming, prompt, efficient and accurate response to enquiries from social workers and families in relation to fostering and Special Guardianship Order enquiries.
- Provide appropriate information, support, advice, guidance and assistance to enquirers throughout the assessment processes to ensure consistent standards are maintained.
- Ensure information systems and individual records are effectively maintained after each referral, in order to provide up to date and accurate information, upon which decisions affecting service delivery can be made and to assist in the monitoring process of fostering and SGO referrals. This will involve data inputting onto KCC electronic systems and recording case notes electronically.
- To be jointly responsible and working closely with the Kinship Assessment teams to ensure strong and consistent messaging on policies and processes.
- To contribute to ongoing monitoring systems and maintain statistical information to ensure that the service provided reflects the business needs of the department and the information needs for kinship foster carers and special guardians.
- Maintain an awareness of changes in policy and procedure within the Fostering and Kinship services, attending relevant courses where applicable, to ensure that a high quality of service delivery is maintained.
- To help ensure that safeguarding checks on families being assessed are being progressed as quickly as possible
- Develop good working relationships with all fostering and kinship teams to help maintain sound and up-to-date business knowledge.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Kinship Initial Enquiry Advisor*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	NVQ3 or equivalent.
EXPERIENCE	<p>Experience of customer facing roles, working within Social Services or a related organisation, relating to children and young people.</p> <p>Responding and managing enquiries from the general public, including website, telephone, e-mail and social media communication.</p> <p>Experience of working on computer systems, entering data in a timely and effective manner and with some ability to interpret data as and when required.</p>
SKILLS AND ABILITIES	<p>Excellent standard of spoken and written English is essential for this role.</p> <p>Ability to communicate clearly by telephone and in writing.</p> <p>Computer/keyboard skills.</p> <p>Ability to quickly and accurately record information, sometimes of a complex nature.</p> <p>Ability to communicate and engage with the general public, demonstrating professionalism and sensitivity, while listening attentively.</p> <p>Ability to organise and prioritise work and meet deadlines.</p>
KNOWLEDGE	<p>Knowledge of children in care , their needs and wants in relation to foster homes and special guardians and all council employees responsibilities as corporate parents.</p> <p>Basic knowledge of Fostering Regulations and Fostering National Minimum Standards and the ability to develop this further.</p> <p>Basic knowledge of Special Guardianship Legislation and the ability to develop this further.</p>

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>
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