**JOB DESCRIPTION**

**Job Title:** Adoption Support Administrator

**Accountable to:** Post Adoption Support Manager

**Salary:** £22,571.00- £23,954 (SCP 12-14) Full time equivalent

**Hours:** 30 hours a week

**Contract:** Permanent

**Location:** CCS Office Bristol in accordance with the CCS hybrid working policy

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**Key tasks:**

* Working as part of the administration team to provide a high level of admin support to Social Work and Therapeutic Services. Ensuring excellent communication and confidentiality is maintained with all families and both internal and external partners.
* Organisation and monitoring of the completion of administrative duties to ensure the overall efficiency and smooth running of the Social Work and Therapeutic Services. E.g. updating CHARMS (our data base for family records) / tracking and progressing adoptive families along the service pipeline for both pre and post adoption.
* To take responsibility for therapy course organisation this includes: marketing / course preparation and administration / making and progressing applications for funding, liaison with participants, collecting feedback, collation/analysis of feedback for the therapy service.
* Responding to telephone/email enquiries in a timely & professional manner and taking ownership of enquiries where required.
* To set-up appointments including: room booking, liaising with service users and welcoming visitors to the office ensuring confidentiality, Health & Safety protocol and professionalism at all times.
* To send out measures and questionnaires to families and professionals, monitoring return and calculating and entering results.
* To jointly maintain, monitor and review all service delivery spreadsheets, including but not limited to finance and risk assessment spreadsheets. Ensuring accurate recordings and where required analysis of statistical data.
* To complete, with collaboration, documents such as finance service agreements, applications and contracts for therapeutic packages and to monitor and progress these with internal and external partners.
* To assist with the annual audit of the Therapeutic Service. To also complete audit tasks where required i.e. Working with the team to ensure recordings are kept up to date, audit tasks completed, cases closed in a timely way.
* Attend GDPR meetings and action tasks to ensure data is being deleted in line with GDPR agency policies.
* Managing and processing Local Authority checks, medical, references and all statutory forms within the assessment of adoptive families.
* Liaise with the wider CCS team to support the overall efficiency and smooth running of the Agency.
* Process and format Social Work correspondence and reports.
* Managing training attendance lists and sending out invites as required.
* Taking minutes at various meetings as required and general office duties.
* Comply with statutory guidance and all policies, procedures and objectives of CCS Adoption, including Safeguarding, Health and Safety Procedures and the Agency’s approach to managing risk.
* To attend and participate in supervision and appraisal processes. Engage in team meetings, and be accountable to the Post Adoption Support Manager. To attend and participate in Team, Agency and Multi-agency meetings as appropriate.
* Any other task commensurate with your role.

The Job Description reflects the major tasks to be carried out by the post holder but in the interests of effective working, those tasks may be reviewed from time to time, reflecting changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.