



Stockport Council Job Description

Post Title: Family Support Worker - Letterbox
Service Area: Adoption Counts
Directorate: Services to People

Salary Grade: scale 5

Post Reports to: Adoption Team Manager / senior practitioner – letterbox
Post Responsible for: Letterbox exchange

Main Purpose of the Job:

To support birth families and adopters to participate in direct / indirect contact through a Letterbox exchange , to promote the child's identity, across the Regional Adoption Agency reach area.
To support adoptive families in implementing and reviewing the adoption support plan .
To support Birth families in understanding their role in promoting their child's identity when they have been adopted.

Job activities: Summary of Responsibilities and Key Areas:

1. Facilitating letterbox contact

- 1.1 To undertake letterbox agreements with birth families, Social Workers and adopters within Adoption Counts Good Practice standards
- 1.2 To review all letterbox exchanges and ensure they meet the standards.
- 1.3 To facilitate the transfer of information in a sensitive and secure manner .
- 1.4 To offer advice and support to participants of the service to ensure exchanges are sensitive, appropriate and child focused.

2. Family support

- 2.1 To deliver a package of support to adoptive families as outlined in the adoption support plan or adoption support assessment of need in partnership with other professionals .
- 2.2 To develop trusting relationships with adopted children to support their needs in relation to identity, belonging and security.
- 2.3 To develop and co facilitate universal groups that meet the needs of adoptive families as a whole and as individuals.
- 2.4 To work with the birth families to support them with their needs in respect of adoption
- 2.5 Liaise with other services and agencies to ensure the best support for adopted children, adoptive parents and birth families.

3 Meetings, developmental work

- 3.1 To work as an enthusiastic and committed team member, contributing to the development of the

Service.

- 3.2 To participate in adoption team meetings ,service meetings and any working groups deemed to be appropriate.
- 3.3 To participate in and deliver training for staff and adoptive applicants.
- 3.4 To participate in regional events as appropriate.
- 3.5 To contribute to administrative, monitoring and evaluation systems for the adoption service

4 General

- 4.1 To participate in the development of the Council's services for children and young people
- 4.2 To promote good communication between the Regional adoption agency and other social work staff, other agencies and the local community in the interests of children and young people.
- 4.3 To prepare for and attend supervision sessions and staff meetings and make use of all available training and staff development opportunities.
- 4.4 To maintain appropriate timely records in line with the Recording Policy, and to produce reports as required.
- 4.5 To promote and use anti-discriminatory practice in family placement with due regard to religion, racial origin, culture, language, gender, sexual orientation and disability.
- 4.6 Any other duties requested by management commensurate with the grade and role of the post.

Additional duties:

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



Stockport Council Competency Person Specification

Post Title:

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
1. NVQ level 3 or equivalent recognised childcare qualification						Essential
2. Post qualification experience of working with children who have experienced trauma or neglect and their families/carers						Essential
3. Evidence of joint working with other agencies or a willingness to do so.						Essential
4. Some experience of working directly with children or a willingness to do so.						Essential
5. Confidence in working with children and young people with challenging behaviours						Essential
6. Knowledge of the additional needs relating to children who are adopted						Essential
7. Knowledge of human growth and development, attachment and the impact of early trauma.						Essential
8. Ability to contribute to assessment of needs						Desirable
9. Understanding of child protection and safeguarding issues to promote the welfare of the child at all times.						Essential
10. Ability to work across agency boundaries in pursuit of common goals.						Desirable
11. Understanding of the impact of adoption on all members of the "Adoption Triangle" including birth families						Essential
12. Commitment to delivering high quality training, participate in information events , groups etc						Essential
13. Effective verbal and written communications skills						Essential
General						
Communicating Effectively						Essential
Being Customer Focussed						Essential
Effective Team Working						Essential
Personal Organisation and Effectiveness						Essential
Personal Development						Essential
Making the Most of I.C.T.						Essential

Commitment to working as a positive team member.						Essential
Ability to maintain good attendance at work record						Essential
Car user (alternative arrangements will be made for disabled applicants)						Essential
Understands and actively supports Stockport Council's diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 – Exceptional

Competencies

The main purpose of the above competencies is to define the standards of behaviour required by the organisation. All employees are expected to perform satisfactorily to the generic employee competencies which are reviewed as part of Council's Employee Performance and Development Review scheme for all employees.

Competency	Definition
Communicating Effectively	<ul style="list-style-type: none"> Communicate effectively face to face, by telephone or written word with a diverse range of people

	<ul style="list-style-type: none"> • Make effective use of new technology in communications contribution
Being customer focussed	<ul style="list-style-type: none"> • Provides excellent customer service • Develops and maintains positive working relationships with customers • Contributes to the continual improvement of services
Effective Team Working	<ul style="list-style-type: none"> • Develops and maintains positive working relationships with other team members • Develops positive working relationships with other teams both within and outside the organisation (e.g "colleagues" in the voluntary sector or health service) • Contributes to the achievement of team goals
Personal Organisation and Effectiveness	<ul style="list-style-type: none"> • Achieves personal objectives on time and to the agreed standard whilst having consideration for the effect on others
Personal Development	<ul style="list-style-type: none"> • Take responsibility for the development and learning of self and others
Making the most of Information and Communications Technology	<ul style="list-style-type: none"> • Can operate all technology necessary for the job role

An assessment is carried out by the employee and their manager. The results are discussed as part of the Personal Development Review meeting.