**JOB DESCRIPTION**

**Job:** Family Finding Officer

**Reports To: Family Finding Team Manager**

**Hours of Work:** 37.5

**Supervisory Responsibilities:** No

**MAIN PURPOSE OF ROLE**

Family Finding Officers provide excellent customer service when dealing with colleagues, foster carers and local authorities by ensuring that the high volume of child referrals for the fostering, education or children’s homes are responded to efficiently and promptly and with a determination to secure safe placements. This is an interesting and challenging role that provides the opportunity to work directly with local authorities and social work teams when receiving and responding to child referrals and creating tailored packages of care for children.

The job involves screening the referrals of children and young people received from Local Authority partners, liaising between foster carers, social workers and local authorities with an aim of securing and finding a foster family with an individual tailored package of care and confirming necessary contractual arrangements. The post holder will be managing several searches at any one time, across England and Wales and will need to be able to prioritise and respond flexibly in the case of emergency placements.

**ESSENTIAL DUTY**

The Family Finding Officer will respond to placement requests and identify placement and care solutions. In addition, you will develop relationships with Local Authority Placement Teams, promote vacancies, undertake associated administration and contractual functions, to ensure the highest possible standard of appropriate placements for children and young people referred to the Compass Community.

The role would suit an experienced administrator, customer service and / or sales orientated individual who is used to the demands that exceptional business administration and customer service delivery requires.

Organisation skills, ability to prioritise work, especially where there are conflicting demands and works well under pressure are all key attributes.

**KEY ACTIVITIES**

**DAY TO DAY**

1. To read, identify key information and respond professionally and promptly to all child referrals received from local authorities who are seeking placements for children for foster care, therapeutic intervention, education or residential services.
2. Liaise with a variety of stakeholders such as, foster carers, social workers, head teachers, residential services and local authorities regarding referrals and placements. The ability to identify and extract key information and to relay in a professional manner is essential.
3. To have a good knowledge of and build appropriate relationships with foster carers, understanding their abilities and potential to provide safe, nurturing, appropriate care for children.
4. To liaise closely with our social work teams in respect of obtaining child and carer placement matches in order to be able to make appropriate offers to the LA partners.
5. To consider cross-regional placements as appropriate – maintaining open communication with other local office family finding placement teams associated to the group.
6. To actively promote available foster carers and other available services to local authorities – sending out regular availability updates whilst also maintaining active telephone communication to build strong customer relationships.
7. Liaise with managers about required funding levels to be charged for child placements.
8. Manage, organise and update relevant data using database applications.
9. To manage all aspects of data inputting in relation to child referrals and placements using our in-house management information systems.
10. To undertake regular system audits, chasing missing documentation as appropriate.
11. On a daily, weekly and monthly basis provide accurate data and statistics in relation to placements and referrals.
12. To liaise and report on a regular basis with immediate Line Manager to ensure adequate admin support and consistency of placements, advising any concerns or issues.
13. Attendance at meetings as directed.
14. Work within deadlines and respond in a flexible way to the changing demands of the Agency.
15. Develop personal skills and capability through on-going training as provided internally by the company or externally subject to Company approval and as agreed with your Line Manager.
16. To provide cover in the absence of other staff.

**SAFEGUARDING**

1. Attend safeguarding training as offered by the organization.
2. Ensure full compliance within your role to safeguarding policies and procedures.

**BUSINESS/COMMERCIAL**

1. To be an effective advocate for Compass, promoting a positive image to maintain our high standards and positive reputation.

**ORGANISATIONAL**

1. To work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken.
2. Working with and promoting the principles and values of REACH.
3. To be an effective advocate for Compass, promoting a positive image to maintain our high standards and positive reputation.
4. The post holder will be expected to competently use electronic systems effectively.
5. The post holder will be expected to comply with Equal Opportunities Policy and Procedure in all employment practices and all other policies within the employee handbook.
6. The nature of the agency business means that tasks and responsibilities are sometimes unpredictable. Staff are therefore expected to work flexibly when the occasion arises.

**Version 4, February 2022**

**MS**