

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Children Families and Education

**DIVISION:** Early Help and Childrens Social Care

**JOB TITLE:** **CLINICAL SERVICE SUPPORT OFFICER CROYDON  
FAMILY THERAPY ACADEMY AND CLINICAL SERVICE**

## ROLE PROFILE

<b>Job Title:</b>	Clinical Service Support Officer
<b>Department:</b>	Children Families and Education
<b>Division:</b>	Early Help and Childrens Social Care
<b>Grade:</b>	Grade 8
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Systemic Practice Lead
<b>Responsible for:</b>	The Clinical Service Support Officer will provide significant support to the Croydon Family Therapy Academy (CFTA) and Clinical Service.
<b>Role Purpose and Role Dimensions:</b>	<p>Assist with the recruitment of students for systemic courses provided by the CFTA. This will require the creation of cohorts, collating material for students to access and booking of venues for training where appropriate. Managing online service requests via email or telephone and maintain records relating to enquiries</p> <p>Attending events to promote, attract and recruit new students, within Early Help and Children's Social Care as well as partnership services.</p> <p>To share accurate information, tracking of students with regards to registration, additional support needs and managing mitigating circumstances.</p> <p>Gathering data regarding student satisfaction, consolidating data and presenting in report form to management and teaching staff; in order for feedback to assist with making adjustments or changes as necessary.</p> <p>Supporting the clinical service with regards to data collection, garnering service user</p>

feedback and writing reports accordingly. In addition, troubleshoot database errors.

To own the relationship with students on the courses and being a point of contact for queries.

Prompt handover/ feedback to colleagues when matters arise of importance that is relevant to all aspects of the service.

Communicating and reporting on the outcomes of attended events.

To work with appropriate marketing platforms internally and externally as part of a marketing strategy to publicise appropriately.

Be proactive in identifying opportunities to support ongoing recruitment for systemic training.

Assist with delivering and making appropriate arrangements for the training programmes and aid with general communication.

To create and maintain systems and databases for the clinical service.

To be responsible for uploading, maintaining and monitoring the CFTA training resources.

Assist with tasks to support the clinical team, including; taking and processing minutes.

To participate in audits to support development and effectiveness of the service

To assist with fielding external referrals, and maintaining a referrals database.

**Commitment to Diversity:**

To take individual and collective professional responsibility for championing the council's

diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

**Key External Contacts:**

- Community Groups, including faith groups and other organisations
- Early help and commissioned services
- Voluntary sector
- Schools
- Children's Social Care
- Police

**Key Internal Contacts:**

- Children Social care teams

**Financial Dimensions:**

None

**Key Areas for Decision Making:**

Providing effective support to the service in identifying and recruiting students.

Participate in student's preparation for the training.

Participate in promotion events and activities for CFTA.

Supporting the clinical service with induction arrangements for new staff, ensuring service user feedback and supporting audit activity.

Ensure safeguarding procedures are adhered to in all work with families and child protection concerns are escalated where necessary in line Council Policies

**Other Considerations:**

Some marketing events might be organised during evening or weekends.

**Is a satisfactory disclosure and barring check required?**

Enhanced DBS check

[\(click here for guidance on DBS\)](#)

**What level of check is required?**

**Is the post politically restricted**  
([Click here for guidance on political restriction](#))

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
([Click here for guidance on ROA](#))

Yes

**Key Accountabilities and Result Areas:**

To support the service in recruiting students for the systemic courses provided by the Croydon Family Therapy Academy (CFTA)

**Key Elements:**

- Undertaking part of initial enquiries and nomination process of students who wish to undertake the courses.
- Keeping up to date, accurate electronic recording to monitor courses undertaken and evidence the impact of the courses and outcomes achieved.
- Undertaking in promotional activity for potential students and provide up to date information about the courses on offer.
- Support the clinical services within Early Help and Children's Social Care. Arranging appointments as required, gathering data regarding services and impact.
- Liaison with partnership stakeholders and be involved in the recruitment of students from various sectors of the Croydon community.
- Work in a busy, dynamic and creative service.
- Being a reflective practitioner, developing one's own understanding, knowledge and skills.
- Effectively managing workload data using ICT.
- Contributing to the effective delivery of high quality family engagement services in line with safe practice, with families.
- Actively sharing feedback on team policies and interventions.
- To maintain effective liaison and communication between the relevant team members and with our

statutory and voluntary partner agencies on the parenting support work that is taking place.

- Working closely with a range of internal and external agencies specialist workers, police, settings/schools and community projects with a view to successful integration of the CFTA and Clinical service into universal services.
- To ensure that managers is kept informed of major developments, safeguarding and any problems arising from the workload and to seek advice on these, as necessary.

To provide evidence based training, information and events as necessary

This will involve:

- Alongside clinical therapists support the delivery and evaluation of information and training for students undertaking training with CFTA.
- Work within the clinical service alongside clinical therapists to ensure the profile of the CFTA and clinical service remains high in Croydon.
- Contribute to a range of high quality teaching for teaching sessions.
- Ensure the voice of our service users are represented in the evaluations of interventions provided.
- To attend and fully contribute to case discussion groups, supervision and team meetings, and agree a work plan as requested.

To work with social media platforms internally and externally to develop our recruitment strategy, targeting prospective students

This will involve:

- You will meet regularly with the Systemic Service Practice Lead, organise groups, support events and provide forums for students to share their views to aid retention and assist with service development.
- Act as initial point of contact for new students.
- To engage with a variety of groups /organisations in developing their knowledge and understanding of the clinical service and CFTA.
- You will organise and implement a range of marketing and recruitment activities, including digital advertising, social media, live chat and drop in events, supported by digital platforms.
- You will be expected to manage, track and monitor enquiries in line with service timescales.

- Participating in group supervision meetings with the team and others to share your experience and support other colleagues through reflective discussion and challenge.
- Promoting inclusive practice in all areas of work.
- Maintaining up to date knowledge of legislation and initiatives involving safeguarding and evidence based practice.
- Maintain agreed confidentiality boundaries and appropriate respectful professional relationships.
- Attend and participate in relevant training and personal development opportunities that improve practice.
- Attending and contribute positively to team meetings and reflective practice discussions
- Supporting Customer Focus, Best Value and electronic management of processes.

## **Data Protection**

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service



## Person Specification

### Job Title:

Clinical Service Support Officer

### Training and Qualifications

- Experience and qualification in a relevant field which may include Social work, Teaching, Psychology, Psychotherapy, Youth Work, Counselling, Probation, Health professions, Education, Early Years.

### Essential knowledge:

- Conversant with the practice model, ethos and application to practice.
- Knowledge and understanding of recent research and evidence based practice in relation to children, young people and families within statutory services.
- Experience and knowledge of ways of working that focus on resilience and being solution focussed.
- Knowledge /Experience of developing and delivering events/group or other activities
- Experience of working in diverse settings.
- Marketing: Demonstrating a understanding of promotional marketing and customer relations: including effectively managing and maintaining social media platforms i.e. Facebook, Twitter, Instagram
- IT Skills: Good levels of written reports outlining feedback and outcomes of any attended events.
- Exceptional ability to prioritise workloads, analyse information and develop business and relationships
- Be able to work independently and directly with a wide range of professionals.
- Excellent oral and written communication skills and the ability to encourage, motivate and positively influence members of the public about clinical practice.
- Ability to deliver training (or willingness to learn) programmes that are essential part of the CFTA and clinical service.
- The ability to work effectively as a member of a multi-agency team, and contribute positively to whole service plans, team development and supervision.
- Ability to be reflective and evaluate learning needs, actively seeking learning opportunities that improve practice and impact on service outcomes.
- Communicate sensitively and clearly to a high standard both orally and in writing for a variety of audiences.
- Be able undertake regular presentations at events, team meeting and in other settings to promote the CFTA and clinical services.
- Maintain appropriate confidentiality boundaries.

### Essential skills and abilities:

**Essential experience:**

- Prior experience of working within a social care setting.
- Customer Service: Experience of delivering excellent customer service with an ability to connect quickly with people is crucial to this post, being both approachable and adaptable to styles of audience will be required.
- Significant experience in establishing and maintaining positive professional relationships with members of public/social care.
- Evidence of experience of work with children/young people and people within variety of settings and communities and from a range of ethnic, religious and cultural backgrounds-including those who may not have previously accessed services.
- Able to contribute to the development and delivery of a programme of work including group work and community activities.

**Special conditions:**

- As times promotional activity will require a flexible working approach which may require some evening and weekend work. Ability to travel around the locality.