

JOB DESCRIPTION

Post: Fosterline Advisor (part time role)
Fixed Term until 30 April 2021 (with possible extension for a further year subject to continuation of the service contract)

Main purpose: FosterTalk is seeking a qualified and experienced fostering social worker to offer advice, support and information to carers contacting Fosterline England or via FosterTalk membership services. Advisors offer telephone, live chat and email support to carers accessing this service and we are currently further developing the service to increase channels of communication to reach more carers.

Accountable to: Fosterline Coordinator

Salary: £30,000 pro-rata (Based on 35hrs)

Hours: 14 hours- Thursday/Friday (9:00am to 5:00pm with 1 hour lunch)

Location: Office Based (Edgbaston)

Key tasks:

1. Provide impartial advice, information and support to enquirers to Fosterline and FosterTalk members, by telephone, email, or on line, or via other channels to a range of carers including prospective foster carers, current foster carers, kinship carers and Special Guardians.
2. Liaise with FosterTalk professional members of fostering services who may be seeking advice on applicable fostering regulations, National Minimum Standards or best practice.
3. Undertake call backs to prospective carers(with their consent) to gain feedback on whether they are proceeding with a fostering application or their reasons for not going forward to help identify any potential barriers to fostering that can be fed back to the Department for Education.
4. Provide information and advice based on current regulations, standards and guidance, and best practice. Advisors will not express their personal opinion on any given situation, or about any individual or fostering service.
5. Be responsible for ensuring that all communications are recorded on the CRM data collection systems accurately.
6. Respect confidentiality and carry out their duties in line with FosterTalk's Information Sharing Policy and Safeguarding guidelines.
7. Undertake training and attend meetings as required to further personal development and the development of the service.
8. Produce information for blogs, guidance, website content and articles for newsletter.
9. Maintain records of work carried out on behalf of Fosterline in accordance with documentation provided for this purpose by FosterTalk.
10. Comply with all Policies and Procedures provided by FosterTalk.

11. Contribute to regular reviews and evaluations of the service and monitoring systems or reports as required, in order to identify key issues from users that may inform or influence government policy with regard to foster care.
12. Maintain and, moderate Forums and contribute to PR and Marketing activities for Fosterline and FosterTalk as required.
13. Advisors may be asked to undertake other duties which may be required as part of the Advisor role.

This job description is produced to assist the post holder in identifying his/her main duties. It may include other tasks which from time to time may be allocated after consultation with the post holder and with regard to the level of responsibility appropriate to the position.

The post holder is required to comply with all FosterTalk Policies and Procedures in addition to those specifically provided with regard to the role of Fosterline Advisor. All Company Policies will be provided upon appointment to the role.

Fostering Advisor Person Specification

| Factors | | Essential/ Desirable |
|--|---|---------------------------------|
| Qualifications, experience & knowledge | A qualified social worker with experience of fostering | E |
| | Knowledge and/or experience of working with fostering services in an advocacy/mediation role | D |
| | Knowledge and/or experience of supporting carers and/or special guardians | E |
| | Knowledge and experience of the Recruitment and Assessment process for carers and special guardians along with issues that carer's face when looking after children and young people. | E |
| | Knowledge of related legislation, regulations, standards and the legal framework surrounding fostering, kinship and Special Guardianship | E |
| | An understanding of child protection and complaints procedures and a working knowledge of Local Authority and Independent Fostering Services | E |
| | Knowledge/experience of the process for investigating allegations against foster carers. | D |
| | Evidence of related experience/training, and continued willingness to undergo additional required training for their role | E |
| Skills/Abilities | Ability to provide support and advice | E |
| | Ability to work with clarity and accuracy on own and as part of a team | E |
| | Excellent listening, verbal and written communication skills by telephone, email and on line. | E |
| | Familiarity with social media such as Facebook, Twitter, and the use of discussion forums. | D |
| | | E |

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|--------------------|---|---|
| | <p>Able to explain issues and concepts with clarity and accuracy, without the use of technical jargon</p> <p>Good IT and administration skills</p> <p>A non-judgemental attitude of acceptance and tolerance for others, including foster carers, kinship carers and Guardians, whose values and attitudes may be different to your own</p> <p>Able to give support to others in the team and ask for support and guidance themselves where appropriate</p> | <p>E</p> <p>E</p> <p>E</p> |
| Personal Qualities | <p>A commitment to meeting the needs of carers through the provision of impartial advice and support</p> <p>Ability to have a balanced, reasoned and measured approach and to show warmth and empathy to people using the service.</p> <p>Sensitivity to the needs and wishes of the carer.</p> <p>A commitment to equal opportunities</p> <p>A commitment to safeguarding and contributing towards improved outcomes for looked after children.</p> <p>Reliable and consistent</p> <p>Willingness to be flexible in meeting the needs of FosterTalk</p> <p>A sense of humour</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> |