

JOB DESCRIPTION – Advisor Information and Advice Service

TITLE:	Advisor – Information and Advice Service (Outbound Lead)
FULL TIME:	35 hours per week
LOCATION:	North London, Southgate and home based
RESPONSIBLE TO:	Team Manager – Information and Advice Service (Outbound Lead)
LIAISON WITH:	<p>Liaison Internal: Chief Executive, Director of Operations, IAC’s Management Team, Senior Practitioners, Legal Researcher, Sessional Social Workers and Facilitators, including those working in adoption support, administrative staff, Professional Advisors.</p> <p>Liaison External: Prospective and established adoptive / permanent parents, adoption and permanence professionals in the UK and overseas, Legal Professionals, adoption central authorities and other relevant central authorities and bodies in the UK and overseas, including other government departments.</p>

The shared aims and objectives of all Social Work and Management roles at IAC are to ensure services:

- Are safe for children, adults, and employees.
- Provide effective and safe placements of children.
- Meet the needs of children in relation to diversity.
- Deliver excellent customer service.
- Are in line with current best practice and theoretical perspectives.
- Respond to identified need and provide innovative solutions to problems.
- Are managed within defined budgets.
- Are monitored with regards to performance against agreed targets and Performance Indicators.

The inbound advice line provides a first point of entry to advice and information to potential intercountry adopters, checking their eligibility in the UK and abroad, and facilitating their progression to Stage One of the adoption process. The outbound advice service works with a legal researcher to provide, information, consultation, and advice to subscribing local authorities in care proceedings who are considering placing children overseas with connected carers on a range of legal orders. This dual role involves working with both lines.

The Intercountry Regional Adoption Agency working in partnership with



DUTIES AND RESPONSIBILITIES:

This role is one of a small team of employed and sessional advisors, providing information and advice for service users as part of the adoption agency function on one hand, and for social work and legal staff in local authorities during care proceedings on the other. All services are delivered in accordance with applicable Statute, Regulations Statutory Guidance, Adoption Standards, IAC's policies and procedures and good practice.

Key responsibilities are:

- To support the development and delivery of all aspects of an outstanding Information and Advice Service (IAS) to potential prospective adopters, permanent carers, adopters, adult adoptees, local authority Social Work and Legal colleagues, IAC colleagues and other childcare professionals, with dedicated time for Outbound Permanence work three mornings a week (when the Outbound Advice service is 'open').
- To ensure all calls and communications are handled with excellent customer care in a timely and efficient manner that upholds the values of IAC and always exhibits the expertise we are known for.
- To work independently and partly remotely as part of a team of dedicated and expert advisors, providing the information and advice service and ensuring that the advice line rota is covered within the prescribed hours.
- To use and maintain IAC systems and manage the response to demand consistent with performance indicators and targets.
- To safeguard and protect vulnerable adults and children in accordance with IAC's Policies and Procedures at all times.
- To produce and update publications, including Information Packs, country information, etc., and to undertake live research to assist in providing agencies and professionals with up-to-date information.
- To collate and disseminate information, including maintaining and developing the databases which support and promote the work of the IAC, and evidence the Inbound and Outbound work conducted for management and commissioning authorities.
- To ensure all relevant recordings are in accordance with agency policy and procedures.
- To help facilitate Information Sessions for potential adopters and input into improvements and developments on an ongoing basis.
- To take the lead in promoting and organising Outbound Practice forums; and to assist with the facilitation of forums, practitioner network meetings and training workshops.
- To support and liaise with Business Support colleagues in relation to this service.
- To contribute to the maintenance of IAC's website material and updates to ensure our information is up to date and always correct.

- Together with the Team, ensure that the Information and Advice Line Service is reviewed and evaluated on a regular basis.
- To attend all relevant meetings concerned with planning, developing, delivering, evaluating and promoting the wider agency services, including external meetings.
- To take up such opportunities for training, development and appraisal provided by the agency.
- To contribute to the review and development of relevant policies and procedures.
- To undertake any such other tasks as may be reasonably requested from time to time by the Management Team.

Specific responsibilities for Advisor lead Outbound work:

- To provide written information, resources and telephone support to local authority social work and legal staff to assist with permanency planning during care proceedings for children in the UK they are considering placing abroad with connected carers on a Special Guardianship or Adoption Order.
- To work closely with the Team Manager and Legal Researcher to provide legal and practice advice, consultation, and information in relation to individual cases.
- To undertake relevant research and update resources.
- To lead in the promotion and organisation and assist in the facilitation of practice forums on Special Guardianship / Adoption, and bespoke training to local authorities.
- To seek and record feedback on individual cases to assist Outbound service's remit to be a repository of information in this specialist field.

OTHER INFORMATION:

IAC is required to obtain an enhanced Disclosure and Barring Service check in respect of this post holder. IAC is an equal opportunities employer and operates to a policy statement on the Recruitment of Ex-Offenders. IAC operates a Safer Recruitment Policy which must be adhered to before an offer can be confirmed.

REMUNERATION:

This post has a salary band £35,000 - £40,000 dependent upon experience and expertise.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

PERSON SPECIFICATION:

Advisor – Information and Advice Service (Outbound Lead)

Essential Attributes	
1.	A degree in Social Work or equivalent and registration with Social Work England (SWE).
2.	Minimum of 3 years post qualification experience as Social Worker in a Looked After Children's Team and / or special guardianship, adoption and children services, and a demonstrated passion for working in adoption, permanence, and care planning services for looked after children.
3.	Ability to deliver excellent customer service to a wide range of stakeholders with an ability to communicate clearly, articulately and follow up actions proactively.
2.	Knowledge of current government policy, strategy, and legislation in relation to adoption and permanency planning, including special guardianship.
3.	Excellent written English skills, demonstrating the ability to compile information into simple factual reports or presentations, ensuring that information is clear, relevant, and concise.
4.	A global perspective with an awareness of, and appreciation of, diversity and ability to practice in an anti-discriminatory and anti-racist way.
5.	Good understanding of safeguarding children and child protection work, particularly within the context of adoption and permanence work.
6.	Experience of networking and building effective working relationships across teams and services to improve practice, performance, and outcomes.
7.	Strong time management and organisational skills including the ability to prioritise effectively and work to deadlines.
8.	Competent in the use of a range of IT tools, including databases, e.g., Charms, E-mail and other Microsoft Office products.
9.	Able to work flexibly to meet service needs e.g., occasional weekend / evening work, and work autonomously.
Desirable Attributes	
10.	Car driver with valid licence.
11.	Experience in an adoption agency/local authority or comparable setting.
12.	Experience of legal work and specifically Special Guardianship in an overseas context