

## Role profile

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|---------------------|----------------------------------|------------------|------------------------------------|
| <b>Job Title:</b>   | LAC Health Coordinator           | <b>Grade:</b>    | Spinal Column Point range: Grade 7 |
| <b>Department:</b>  | Children and Families            | <b>Post no.:</b> | 53636                              |
| <b>Directorate:</b> | Children, Adults & Public Health | <b>Location:</b> | Perceval House                     |

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|--------------------------|--|
| <b>Role reports to:</b>  | Deputy Business Support Manager                          |
| <b>Direct reports:</b>   | None   |
| <b>Indirect reports:</b> | To assist in the induction of children's services staff. |

## Job description

### Purpose of role

- To coordinate statutory health assessments to include, dental, medicals and immunisations for all children who are looked after by the borough of Ealing Council.
- Working as a part of the wider Ealing Council Connect service and in conjunction with the West London NHS Trust, CLA Nurses and Clinical Commissioning Group (CCG).
- To Coordinate and manage the health and wellbeing assessments (SDQs) for children who have been looked after for one year. Produce detailed reports for senior leadership, child Psychology team, Performance management and the West London

### Key accountabilities

- To serve as the first point of contact and provide appropriate support and advice to the children and their families supported by the multi-disciplinary practice team.
- To support foster carers from the point of initial contact once a child becomes looked after, providing full advice and information regarding the child's medicals, dentals, and immunisations. including managing personal and sensitive data, answering complex queries regarding the medical processes.
- Providing ongoing support to foster carers and The West London NHS trust, for the duration of the period that the child is looked after.
- Manage all aspects of coordinating and managing preparations and a full minuting service for the monthly CLA health strategic meeting and monthly CLA Health Operations meetings.

- To maintain systems and processes that enable the smooth running of the Connect, Leaving Care and the West London NHS Trust team ensuring that the work is co-ordinated across the services under the guidance of the Business Support Manager, the Performance Team Manager and the Head of Service of Leaving Care.
- Any other duties appropriate to the post and grade as required by the Manager or Team Leader

### **Data Collation, Presentation, Quality & Records Management:**

1. To carry out a wide range of data quality and records management functions to process children's information to agreed business standards and timescales.
2. Processing all health documents and data, updating records to reflect the relevant GP health practices, updating immunisation, medical and dental details, ensuring that all records are created and restricted (where applicable) and relevant documents input onto Mosaic in a timely manner to reduce delay.
3. Responsible for compiling and maintaining spreadsheet and reports and working closely with practitioners to ensure accurate information for the purposes of reporting on the health and wellbeing of Children looked after by Ealing Council. To support the Performance Management and the Head of Service Manager with the collation/production of reports.
4. To support the Performance management team with the verification, collation, and submission of Statutory Reports through proficient use of MS Office, CRM, and IT systems, including but not limited to quarterly DFE, Health and annual Ofsted returns.
5. To run exception reports and ensure outstanding actions from previous activity and performance reports are processed. To escalate issues to the relevant staff and managers and take remedial action to ensure the reliability of children's data.

### **Finance**

6. Providing high quality support to the service in relation to the payment of all service commitments and the administration of processing NHS OOB medical funding applications and reconciliations, including all aspects of the invoice payment process, sundry debtors, and the year-end closing of accounts, in accordance with statutory requirements, determined deadlines and the Council's Performance targets for invoice payment.
7. To ensure that purchase order/ requisitions/sundry debtor invoices are raised promptly, and the status of invoice payments are monitored so that all invoices are paid within the Council's payment terms resolving payment queries with the Central Payments team and supplier.
8. To carry out financial transactions in line with audit guidelines.

### **Business Support**

9. To be responsible for the arrangements of CLA health strategic meeting and monthly CLA Health Operations meetings both online and face to face.
10. To be responsible for administering, attending & participation of CLA health strategic meeting and monthly CLA Health Operations meetings and any other meetings as identified by the Team manager and the West London NHS Trust.
11. To adhere to excellent customer services standards when dealing with telephone, face-to-face and written communications. To ensure that all communication is appropriately referred to team members and managers particularly where deemed to require immediate attention.
12. To arrange for new workers to be set up on the Council's network and all necessary systems needed to effectively carry out the full remits of their duties including issuing and recovery of team equipment in line with Children's Services starters and leavers policies.
13. To maintain adequate stocks of stationery and forms within the team.
14. To provide a meet and greet service when required ensuring that visitors report to reception to comply with security measures.
15. To assist in the response to any related members enquiries, ensuring that they are answered correctly and within timescales.
16. To ensure workers attend the initial navigational training on Mosaic to obtain their passwords
17. Responsible for completing the first part of the Initial/ Review Health Assessments forms, liaise with social work teams to ensure the information is current and has sign off by relevant legal guardian. proactively maintains professional communications with in and out of borough Child looked after health teams to ensure that all medicals are completed within the statutory timeframe.
18. To proactively maintain professional communication as the first point of contact for practice groups, panel chairs and panel members. Communicate and liaise with social workers and managers to ensure all panel requirements are met. Notify social workers, panel members of panel schedules, deadlines, and any changes to these.
19. To ensure that the panel advisor and chair are briefed in advance of panel issues. To provide comprehensive support for panel meetings, drafting agenda, booking venue, taking complex confidential minutes. Provide full records of panel business, including any recommendations and being responsible for ensuring minutes are ratified and sent out within national minimum standards timescales.
20. To be responsible for maintaining the central list of members, records, confidentiality agreements and ensure that any statutory checks are kept

current. Maintain the records of panel members, their terms conditions and terms of appointment and confidentiality agreements.

21. To ensure that Mosaic Workflow is completed promptly Post Panel and all Panel documentation is uploaded in a timely manner.
22. To produce all Post Panel documentation confirming the outcome and liaising with LA partners to ensure that Statutory notification timescales are met
23. To ensure that Panel members invoices are submitted to payroll and records are maintained.

**General:**

24. To contribute to the appraisal process by taking responsibility to achieve agreed objectives and targets within determined timescales.
25. To undertake training and constructively participate in meetings, supervision, seminars, and other events designed to improve communication and service delivery.
26. To support the Team Manager in reviewing, modifying, and implementing systems as and when required.
27. To undertake standard research or project work on behalf of the team as directed by the Business Support Manager.
28. To promote and comply with Council and Departmental policies and procedures such as Code of Conduct, Equality & Diversity and Health & Safety and to undertake all duties with due regard and compliance to GDPR and to always maintain confidentiality.
29. To undertake other duties appropriate to the role commensurate to the grade as directed.

**Key performance indicators**

- Statutory health assessments, medicals, dentals and immunisations are taking place within the designated timeframe
- Performance data and management information reports are produced within agreed timescales and communicated to members of the team
- Customer service standards are adhered to both over the telephone and face to face to all service users, partner colleagues and foster carers.
- Minutes are completed and distributed within the designated timeframe for the CLA health strategic meeting and monthly CLA Health Operations meetings.
- Enquiries both internal and external are responded to in full within the designated and agreed timeframe.

### **Key relationships (internal and external)**

- The West London NHS Trust
- The NHS Northwest London Clinical Commissioning Group (CCG)
- Peers, practitioners, and managers within Children's Safeguarding and support services
- Children Performance Management Team
- Invoice and payments departments
- Service Ealing, Facilities Management & the Children's Mosaic Support Team
- Children's Families and Prospective Foster carers
- Other Professionals in partner agencies

### **Authority level**

- NIL

### **Additional Requirements**

- Any other duties appropriate to the post and grade

## **Person specification**

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

### **Essential knowledge, skills and abilities**

Candidates will be shortlisted on the areas marked with an \*\*

1. A passion for working with children and young people and a commitment to improving the lives and outcomes for them and their families.
2. Knowledge and experience of using financial systems and processes. \*\*
3. Ability to communicate effectively and deal with enquiries from members of the public, staff, and other agencies in line with the Council's Customer Care procedures and within an Equality and Diversity framework. \*\*
4. Ability to work collaboratively as part of a team and build empathetic, respectful, and trusting relationships with practitioners and the young people

and the families they work with to achieve better and more meaningful outcomes. \*\*

5. Strong demonstratable experience of collating, analysing, and evaluating performance information and presenting reports on key indicators. \*\* (To be tested)
6. Ability to develop creative and innovative ways of working to support the delivery of a quality service by implementing, maintaining, and reviewing systems and processes both manual and computerised. \*\*
7. Ability to adapt to new ways of working and to challenge and champion new ideas and processes. \*\*
8. Ability to undertake a range of tasks whilst managing competing priorities by working methodically and thinking systematically to achieve targets within agreed deadlines\*\*
9. Experience of setting up, co-ordinating and servicing Health meetings, which will include in-depth minute-taking duties and post panel administration. \*\*
10. Ability and experience of working within the remits of confidentiality \*\*
11. Ability to work within and interpret policies, procedures, and legislation, including requirements under the Health and Safety at Work Act.

### **Essential qualification(s) and experience**

1. Strong and demonstratable administrative and/or business support experience in a fast-paced busy service. \*\*
2. Intermediate/Advanced Word and Excel – qualification or equivalent experience.

## Values and behaviours

| Improved life for residents   | Trustworthy   | Collaborative  | Innovative   | Accountable  |
|---|---|--|--|--|
| <ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul> | <ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul> | <ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul> | <ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul> | <ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul> |