

<b>Job Title</b>	Business Support Officer - Assessments
<b>Responsible To</b>	Assessment Team Manager
<b>Location</b>	Dublin Office
<b>Hours</b>	35 Hours Per Week
<b>Overall Purpose</b>	To provide a comprehensive and flexible administrative support service to the Assessment team

The assessment team undertakes assessments of foster care applicants to determine their suitability to provide foster placements for children in care. FFI also undertake the assessments of relative foster carers and foster carer reviews on behalf of Tusla. The role of the BSO on the Assessments Team is to provide comprehensive administration support for the completion of assessments and foster carer reviews.

**Core Tasks:**

- Ensure the efficient processing & recording of all information relating to prospective foster carer applicants, foster carer reviews including the processing & recording of all statutory checks in line with both agency policy and statutory regulations
- Portray a positive, professional image of the organisation when acting as a point of contact for assessors, applicants and foster carers, professionals and our customers
- Maintain an effective electronic & hard copy tracking/filing system
- Undertake general administrative duties as directed ensuring that all documents are protected and in a professional format
- Ensure that all services are provided to a high standard and in line with company policy and procedures
- Participate and contribute to the team development and ongoing service improvements
- Ensure that confidentiality is maintained at all times in respect of all aspects of your work with FFI
- Ensure all administrative functions are compliant with National Standards for Foster Care 2003 and assist in preparation for audits and statutory inspection
- To attend and participate in company events, team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required
- To oversee the onboarding of new contractors ensuring all required documentation is returned and uploaded in a timely manner
- Track the annual renewal requirements of contracted worker ensuring they are in place in compliance with agency policy
- Additional duties will be assigned in due course

**Additional Duties:**

Due to the nature of certain job roles, the actual hours of work may differ from the standard Monday to Friday, 9am to 5pm and you will be expected to work in a flexible way and provide additional working time where necessary when tasks not specifically covered in the job description, have to be undertaken. For some posts, such as those directly working with carers and children or young people, this may include working in the evenings or at weekends on occasions.

1. The post holder will respond sensitively and professionally to the children, young people and families who work with FFI.

2. The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
3. The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use company electronic systems effectively.
4. The post holder will be expected to ensure that Health and Safety is observed in the course of employment.
5. The post holder will be expected to ensure and comply with Equal Opportunities Policy and Procedure in all employment practices.
6. The post holder will be expected to comply with the no smoking policy in place.
7. The post holder will be expected to work effectively as part of the FFI team.
8. The post holder will be expected to participate in the development of FFI to meet its aims and objectives.
9. The post holder will be expected to uphold and promote the professional image of FFI and the Key Assets Group at all time.
10. The post holder will be expected to adhere to the principals of the Data Protection Legislation.
11. The post holder will be expected to demonstrate that the Key Assets values are at the centre of all they do.
12. The post holder will be expected to promote and maintain positive anti-racist, anti-sexist and multicultural practices.
13. Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the Director informed of work in progress and informs the Director immediately of any child protection matter or serious complaint. Ensuring compliance with Child Protection Procedures with special reference to Children First Guidelines, Children First Act 2015 and reporting procedures.

### PERSON SPECIFICATION: BSO – Assessments Team

	Essential (E) Desirable (D)	Evidenced
<b>Qualification</b>		
Minimum 2 years' experience in a very busy administrative role	E	Application
Level 7 or above in a related field	D	Application
<b>Experience</b>		
Proven track record of achieving results as an individual in a target orientated environment	D	Application /Interview
Previously worked in a social care environment	D	Application/ Interview
Experience in development and implementation of office processes	E	Interview
In depth knowledge of Microsoft Office	E	Application
Ability to proof read and edit reports	E	Interview

To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office	E	Application
Experience of working in a busy office environment	E	Application /Interview
<b>Personal Skills</b>		
Ability to work under pressure and handle changing priorities and deadlines	E	Interview
Ability to communicate effectively with people at all levels	E	Interview
Work efficiently and possess good accuracy and attention to detail	E	Interview
Excellent organisational skills	E	Interview
Be pro-active and dynamic with a 'can do' attitude	D	Interview
Ability to work on own initiative and to make appropriate decisions	D	Interview
<b>Miscellaneous</b>		
Willingness and ability to work flexibly including occasional early morning and evening work as necessary	E	Interview
Ability and willingness to travel including occasional nights away from home as and when necessary	E	Interview
An appreciation and commitment to Health and Safety issues in the workplace	E	Interview
A commitment to Equal Opportunities in all work practices	E	Interview