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| **Job Title** | **Case Scheduling and Logistics Officer** | |
| **Hours of Work** | 15 hrs per week worked 3 hours daily Monday to Friday.  Fixed term for one year. | |
| **Location** | Our office base (currently George St, relocating to Edinburgh Palette, London Road from July) - some of this work can be done remotely although a high degree of interaction with team members is essential. | |
| **Accountable to** | Service Manager | |
| **Salary** | AP2 £21,559 pro rata | |
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| **Introduction** | Family Journeys supports families after separation, providing a range of services to parents and children. At present these services operate throughout the Lothians in outreach locations, with an established team and pool of sessional staff.  Our work requires a high degree of trust and professionalism, working with families in complex situations requiring sensitivity and judgement is required. Our work requires case management to the high standard expected by families, social workers, solicitors and courts.  We use a cloud-based client case management system accessed by multiple users to record client notes. We now need to manage our case load, client scheduling and allocation of key workers using this system and a scheduling app (Acuity Scheduling). Your administrative work on these logistics will ensure we reduce our backlog of cases following Covid 19. It will be supported by assistance to prioritise cases based on complexity.  Following case completion, you will then ensure appropriate billing of our services to solicitors (legal aid) or clients.  We are a small organisation managing significant change as well as re-starting services after a year of closure. We need a calm head, an eye for detail, a high degree of comfort with online systems, and a strong approach to organisation. | |
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| **Key responsibilities** | Direct responsibilities:   * Maintain an overview of client referrals into our organisation following initial interview by helpline staff to gather client details; * Manage the allocation of cases to first-stage staff for the initial assessment (Choices Meeting) in which service users are supported to make decisions on their services, discuss risk assessments, plans and circumstances, helping us to decide on prioritisation and matching of clients to services; * After the initial meeting, allocate clients to waiting lists, and liaise with service staff to schedule preparation sessions and services when the clients’ turn arises; * Maintain an overview of client progress through services to ensure communication with solicitors regarding extension of the service and client billing; * Ensure reports requested by solicitors or courts are allocated to staff, reviewed by managers and sent on time.   Responsibilities to contribute to:   * Development and training of staff and volunteers in using the case management system effectively, including quality of recording on client files; * Overall management of staff and venue capacity, and data reporting to funder via the case management system. * Working positively with volunteers assisting our services. * Following good practice in relation to GDPR and client confidentiality. | |
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| **Additional responsibilities** | * Work to, and implement the organisation’s policy and procedures. * Adhere to and promote respect for health and safety throughout the organisation. * Follow the organisation’s financial procedures, which may include limited delegated authority over team budgets. * Support Family Journeys’ communications and PR activities. * Engage with external stakeholders positively. | |
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| **Key relationships** | **Internal**  Significant collaboration with:   * Service Manager * Solicitor/court liaison officer * Family Journeys helpline staff and volunteers * Family Journeys service delivery staff: contact centre staff, mediators, staff supporting parents and children.   **Accountable to:**   * Service Manager * CEO * Board of Directors   **External**   * Solicitors and courts | |
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| **Essential requirements** | * Ensuring that, at all times and for all service users, our services are inclusive and actively seek solutions to ensure those with different disadvantages benefit from our support; this starts with the way clients are introduced to our services and our case management. * To model and promote Family Journeys values. * Strict adherence to data protection and confidentiality policies * Visible commitment to and adherence to good practice in all our policies and in particular to safety and child protection * Compliance with our PVG requirements * Ensuring our services and organisation as a whole respects and promotes equality and diversity * Ensuring our organisation complies with government guidance and the law | |
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| **Person specification** | | |
| **Essential criteria** | | **Development requirements** |
| Administration skills.  Use of apps, databases and/or client management systems.  Strong oral and written skills.  Calm under pressure.  Well developed organisational/project management skills. | | An understanding of the legal framework around child contact and mediation;  Familiarity with GDPR; |

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| **Organisational requirements** | **Team meetings:** at least once per month. Meetings may not be held within your standard work hours, as many staff are part time. You will be expected to attend all staff meetings, but timings will be rotated to ensure all staff can include these in their standard working pattern in turn.  **Continuing professional development:** all staff are expected to maintain their familiarity with new working practices and approaches in their professional field and in information technology relevant to their role.  **Professional registration**: if your registration is required for your role, you will be supported to undertake the required registration requirements.  **Team working:** as a small organisation, we require all employees to work flexibly to enable us to meet operational demands and share workload when other staff are absent. Requests will be reasonable and proportionate. |
| **Performance management** | **Probationary period:** all new employees are appointed with a probationary period of 2 months. Performance reviews are monthly with your line manager.  **Standards of performance** and objectives for your work will be clearly communicated and agreed in advance of the performance period. |