



Coventry City Council

Job Description

Post:	FDAC Support Officer	Job Number:	
Service:	Family Drug and Alcohol Court	Post Number:	
Location:	City Wide	Grade:	4

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To contribute to the effective running and co-ordination of the FDAC intervention by providing information and support to the FDAC team to work within the Court timeframe for care proceedings where substance misuse is a feature of their parenting.

Main Duties and Responsibilities:

1. Ensure the smooth running and the co-ordination of the parent and child information using a variety of information recording systems (Protocol, Centre of justice and innovation data base)
2. Ensure that sensitive information is sent securely between the local authority, the court and Partner agencies and the Centre of justice and innovation
3. To assist in the management of plans and assessments and ensure information is accurately recorded, collated, and records are up to date and stored securely
4. Co-ordinate access to the Service and assist with the organisation and co-ordination of conferences, workshops and other planned events
5. To participate in local events to publicise the service and seek feedback from existing service users which includes producing publicity materials (i.e. newsletters)
6. To undertake the administration of groups and attend meetings / training as required, and ensure records of meetings are taken and necessary follow up action undertaken
7. Respond to queries, liaising with officers, managers and departments to ensure all advice and communication (telephone, face to face, emails etc) is delivered to Coventry City Council customer care standards
8. Responsible for overseeing document and data management, including filing, distributing documents, oversee the collection, collation and manipulation of a wide range of information using Coventry City Council information systems.

9. Maintain clear and accurate records and provide information to maintain the agreed reporting systems within strict timescales.
10. To produce reports to monitor the operational delivery of services and ensure targets are met and reviewed regularly
11. Assist in the monitoring of any expenses raised within the service and maintain records to monitor financial commitments and orders raised
12. To work closely with the FDAC team and in partnership with agencies including other local Authorities, the treatment agency , judicial , The centre of justice and innovation and social care teams
13. To participate and contribute to the development of the FDAC service and assist in the completion of the FDAC data forms, questionnaires, and feedback.
14. To use a computer as necessary and IT packages to record client data, upload information onto the System, emailing etc.
15. To undertake any other duties as required in line with the scope and spirit of the job purpose, the title of the post and its grading

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to:

Date Reviewed:

Updated: October 2021



Coventry City Council

Person Specification

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Service:	FDAC	Post Number:	
Location:	City Wide	Grade:	4

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Of Data Protection and Equal Opportunities legislation and their requirements• Knowledge of Council policies and procedures• Knowledge of financial management
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Skills and Abilities:	<ul style="list-style-type: none">• Able to prioritise workload and complete in timely manner• Able to consistently produce work of a high standard• Good interpersonal skills – able to communicate in a friendly, open and constructive manner• Ability to work using own initiative with minimal supervision• Good communication skills• •
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Experience:	<ul style="list-style-type: none">• Of using information systems and office packages• Commitment to ongoing personal development and role development•
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Educational:	<ul style="list-style-type: none">• Educated to A Level, NVQ3 or equivalent standard (e.g. GNVQ)• •
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Special Requirements:	<ul style="list-style-type: none">• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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Date Reviewed:

Updated: October 2021