Job Description and Person Specification

Role: Trauma Informed Support Officer

Job Description

Job Title	Trauma Informed Support Officer
Grade	4
Service	Children's Services
Reports to	Trauma Informed Practitioner
Location	Broadgate House, Coventry
Job Evaluation Code	L3410D

About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:

About the Service your team will provide

Purpose of the role

Trauma Informed Support Officer to work under the general direction of the Team Leader and the Service Manager, to be responsible for the day-to-day delivery of administrative support to the Positive Directions Project (TiRs).

Main Duties & Key Accountabilities

Core Knowledge

- Provide advice to service users to enable them to access services from Children's Services and partner organisations.
- Handle a range of administrative work in support for the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings.
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
- Provide the first point of contact for service users, staff from partner organisations and colleagues in order to determine how matters can be most effectively progressed from this first contact.
- Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.
- Undertake data input and document production using the range of systems used within the EOC service.
- Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
- Responsible for maintaining supplies of stationery and other office consumables within the TiRs Project.9. Assist with the development of IT systems and workflow processes within the service, including create, review, revise, develop, improve, and maintain systems and procedures for the service to improve and respond to change.
- Ensure data is handled in line with Data Protection Regulations.
- Maintain up to date knowledge of corporate systems and standards and pass on information to other team members.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Coventry City Council's Equal Opportunities Policy.
- Assist with the allocation and prioritisation of work within the team and undertake quality checks in relation to the work produced.
- Progress work activities delegated by the Team Manager to contribute to the effectiveness of the service.
- Collate and prepare the presentation of performance data relating to service activities. Initiate work, for example case file audits, in support of the scrutiny of service performance.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.

- Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
- Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.
- Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies CAFCASS	All service areas in Childrens Services Human Resources LADO Adults Services

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

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Knowledge

Knowledge of the services provided by Children's Services

Knowledge of customer care and the principles of equal opportunities in providing services.

Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.

Knowledge of health and safety in relation to the office environment.

Knowledge of Data Protection legislation and implications.

Skills and Abilities

Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.

Good communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.

Good level of IT skills to ensure precision and accuracy for data input and retrieval.

Ability to deal with conflict and find a suitable resolution to issues that may arise.

Good literacy and numeracy skills to assist with the production of a variety of correspondence

Excellent organisational skills to maintain office systems and arrange meetings

Be proficient in the use of IT packages

Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.

Experience

Of a wide range of technical administrative based duties

Of producing a range of high-quality documents such as presentations, spreadsheets, annual and quarterly reports

Experience of using computer databases, and Microsoft packages such as PowerPoint, excel, word and outlook

Of dealing with a wide range of customers in order to handle and resolve enquiries.

Qualifications

Good standard of numeracy and literacy.
Maths and English GCSE 4/C or above (Or equivalent)
Special Requirements
Willingness to undertake any necessary formal training

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). |

Date Created	July 2022	**Date Reviewed**	January 2023