



Job Description

<u>Job title:</u>	FFT Business Support Officer
<u>Location:</u>	Dereham Business Park
<u>Hours:</u>	4 Days per week
<u>Grade:</u>	Family Psychology Mutual Points 11-17
<u>Service:</u>	FFT Service
<u>Reports to:</u>	FFT Supervisor (operationally)
<u>Accountable to:</u>	FPM Operation Director

Background:

Family Psychology Mutual is a staff owned company, formed as a spin out from Cambridgeshire County Council. FPM has been contracted by Norfolk County Council to provide a Functional Family Therapy – Child Welfare service for young people on the ‘edge of care or custody’. This new service will be embedded into Norfolk Social Care teams. The service is funded via a Social Impact Bond and so FPM is working in collaboration with Bridges Fund Management, a social investor, to provide the working capital to deliver the contract. This consortium is known as Stronger Families Together

Job Purpose:

The Functional Family Therapist – CW (FFT-CW) Business Support Officer’s main role will be to provide office and administrative support for the FFT-CW team who will provide home-based family therapy sessions with young people and their families using the Functional Family Therapy CW intervention model. Referrals will be made by Norfolk County Council and will largely be for families with young people between the ages of 11 and 18 at risk of care or custody because of complex behavioural problems.

The FFT Business Support Officer will be supervised by the FFT-CW Supervisor as well as having a line of accountability to the FPM Operations Director for professional support, ongoing training and performance management.



Duties and responsibilities:

Provide timely and effective administrative and secretarial support:

1. Respond to queries, liaising with therapists, supervisor and partners in Social Care teams to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) are delivered appropriately.
2. Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents
3. Oversee the collection, collation & manipulation of a wide range of information using information systems to generate reports, prepare letters, memos and documents
4. Ensure that all employees are conversant with and competent in using specific systems, procedures and packages including secure email exchange.
5. Assist with the organisation, co-ordination and delivery of facility and service management.
6. Undertake general clerical & administrative tasks and support the team and service as required.

Financial Support

7. Assist with monitoring and/or management of budgets as required.
8. Interrogate, process and maintain financial information – making recommendations for appropriate action
9. Ensure that financial processes and systems are complied with.
10. Undertake financial support duties as required to support the efficient delivery of services

Management Support

11. Oversee that meetings and events are properly planned and arrangements co-ordinated,
12. Ensure records of meetings are taken and necessary follow up action undertaken



13. Use and maintain databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action in collaboration with the Data and Performance Analyst.
14. Assist with the monitoring of policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).
15. Represent team/section at meetings and on working groups

Health & Safety

16. Ensure the maintenance of a healthy and safe working environment and take action to reduce the risk to self and others.

Training

17. Undertake training in financial packages to support the team and the FPM head office finance function.
18. Undertake training in the Norfolk case management system (Liquid Logic) and the FPM system (IAPTus)

Other

19. Ensure understanding of core business of the FFT CW Service and undertake other tasks and responsibilities as required in the delivery of the wider UK FFT Services and/or the Stronger Families Together Partnership consortium.
20. To administer \ develop an FFT CW database for use in research;
21. Ensure that accurate and up-to-date information is available on the families' young people, who are receiving the FFT CW intervention, for research purposes (demographic, research questionnaires)
22. Collect follow up data from Child Protection systems and assist with analysing the data and producing reports;
23. Develop an FFT CW Standard Audit Database and organise data input in close collaboration with the FFT CW team and assist with providing accurate statistical information from the data collected.
24. Assist the FFT CW Supervisor in the production of reports
25. Assist with the organisation & co-ordination of training, conferences, workshops and other planned events.
26. Work independently as required



27. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.
28. To ensure you have an understanding (appropriate to your role) of and comply with Family Psychology Mutual's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
29. To ensure the implementation of Family Psychology Mutual's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
30. To comply with Family Psychology Mutual's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
31. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



Person Specification

1. Educated to A level, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech) IT Qualified to CLAIT/IBT2/RSA/ECDL
2. Extensive office administrative experience.
3. Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages.
4. Knowledge of Children's Act 2004 and general duties of the safeguarding of children from harm.
5. Knowledge of health and safety legislation
6. Knowledge of Data Protection and Equal Opportunities legislation and their requirements
7. Understanding of financial management, procedures and processes
8. Able to prioritise workload and complete in timely manner
9. Able to consistently produce work of a high standard
10. Good interpersonal skills - able to communicate in a friendly, open and constructive manner
11. Able to work on own initiative with minimal supervision
12. Commitment to continuous service development
13. Committed to ongoing personal and role development
14. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.