

Children's Social Work Service

Family Time Service



Business Administration Service – core business

This document shows a list of our current core business tasks that the administration teams support, however, if there are other administration tasks that require support that are not listed, please contact your Administration Supervisors.

Allocations meeting	Attending weekly allocations meeting to discuss new referrals that have come in. Ideas for venues and workers.
Case closures	Managing the shared G drive and closing cases once involvement has ceased.
Case file audits	Checking if family time recordings are on mosaic. Issuing a list to workers if reports are outstanding.
Cover for Family Time sessions	Coordinating family time cover either through own team or liaising with area teams.
Email support	Responding to queries and redirecting as appropriate.
Finance requests	Issuing petty cash / reconciliation on FMS/cashing cheques/ issuing bus tickets and recording on mosaic.
Family time support	Downloading photographs taken from sessions and uploading to Mosaic Printing out pictures where required or downloading on a disc. Ensuring rooms are clean and tidy between use/supporting SWA's with requests for support
Office maintenance	Logging/chasing repairs and maintenance. Weekly fire alarm testing. Open up/lock up as required. Supervising maintenance visits – gas/electric. Cleaning of building – washing machine/dish washer etc.
Reception	First point of contact - answering the door and welcoming/navigating families and colleagues who have rooms in the building/making refreshments/setting up rooms as/when required.
Rotas	Supporting senior contact workers to complete rotas for Family Time sessions, updating with AL/training.
Referrals	Monitoring the referrals inbox. Save, record and assign new referrals received to appropriate Family Time Centre. Monitor progress of referrals.
Recording of family time sessions	Recording family time attendance/missed sessions and reasons and adding reasons to mosaic.
Telephone calls/Mobile/team voicemails	Administrators will take calls and take messages where required and deal with/forward voicemails where required, including adding a case note to mosaic.