Children's Social Work Service
Area, CLA and CHAD

Leeds CITY COUNCIL

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 regular support that are not listed, please contact your Administration Supervisors.

Archiving of files	Archiving files for storage at facilities on request.
Car hire	Requesting car hire for professionals.
Case closures in Mosaic	All tasks associated with case closures as defined in the Mosaic guidance.
Case file checks	Process under review but supporting with regular data cleansing
CLA workflow including placement moves, Out of Local Authority (OLA) notifications	Completion of all mandatory tasks within the Mosaic workflow step for CLA and placement moves as per the guidance defined on Mosaic. OLA tasks to complete the notification tasks on Mosaic as per guidance.
Dental checks	Update and record on Mosaic and support where required.
Distribution of documents/invite to meetings following Mosaic workflows	Distribution of correspondence and invitations to families and professionals where required (if virtual SW sends teams meeting), ensuring peer checks completed.
Duty tasks	Administrative tasks associated with management of duty i.e. assigning referrals to managers, copying over siblings, SIOCS.
Email Support	Action requests/queries from CSWS/ PPN requests/ child screening referrals etc that come into area hub email accounts.
Health Needs Assessments (HNAs)	Arrange all relevant HNA for CLA within the Mosaic workflow and monitor email accounts to send and receive HNA requests.
Incoming and outgoing mail	Assist in the mail process in place for service area.
Mosaic requests	Merge records, re-open requests, re-assign work, change of address, update essential information as required – setting up new people/adding personal relationships, support with scanning as required. Requesting raising MYIT requests to amend errors on Mosaic.
OT waiting lists (CHAD only)	Cross reference Mosaic waiting list to tracker spreadsheet when requested.
Personal Education Plan (PEP's)	Checking status on Mosaic and distributing once completed.
Strength & difficulty questionnaires	Record and evidence strength & difficulty questionnaire recordings.
Telephone calls/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.