Children's Social Work Service
Fostering

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.

Administration relating to foster carers	- Accident and incident forms - New partner/ Holiday Carer applications - ID badges - Skills to Foster training - Updating training records with Support groups on Mosaic.
Car hire	Requesting car hire for foster carers and professionals.
Case closures in Mosaic (Senior Admin Assistant)	All tasks associated with case closures as defined in the Mosaic guidance.
Case file checks including case transfer check	All data updated in a timely manner and recorded accurately on Mosaic. Prior to case transfers to another team, case files checked and updated within agreed timescales. *Under review and being reintroduced to teams.*
Child protection- outside local authority checks	Administration of process
Distribution of documents	Distribution of correspondence ensuring peer checks completed, including review documents and FC agreements.
EDT referrals	Prioritising incoming referrals from EDT and assigning to correct duty inbox.
Foster carer approval process	Administering processes for all checks around foster carer approvals: - Fostering medicals - Child Protection checks - DBS checks - Foster carer references - ID Badges - Review paperwork - Email verifications *Please note – Admin will chase outstanding requests a maximum of three times.*
Incoming and outgoing mail	Assist in the mail process in place for service area.
Max cards	Assign and distribute max cards when requested and update Mosaic where required.
Mosaic requests	Merge records, re-open requests, update essential information as requested.
Telephone calls/team voicemails	Administrators will take calls and take messages where required and deal with/forward voicemails where required.