

JOB DESCRIPTION

JOB TITLE:	<i>For Baby's Sake Programme Officer</i>
LOCATION:	Queen's Park Children's Centre, Westminster
HOURS:	37.5 hours per week (normally office hours, with expectation to work flexibly to meet the needs of the service)
SALARY:	£25,00 per annum
CONTRACT TYPE:	Permanent
PENSION:	Up to 5%, when matched with employee's own contribution
ANNUAL LEAVE:	25 days per annum, with 8 public holidays (26 days after 3 years and 27 days after 5 years)
REPORTS TO:	<i>For Baby's Sake Team Manager</i>

Job context:

For Baby's Sake is an innovative, therapeutic, trauma informed programme for expectant parents who want to bring an end to domestic abuse and create the best possible start in life for their baby. Both co-parents join the programme and they each work separately with their own Practitioner.

For Baby's Sake supports a recovery framework to overcome the devastating effects of domestic abuse, acknowledge and explore unresolved and often complex childhood trauma and change harmful patterns of behaviour to develop a home environment where children can flourish. We adopt an attachment focussed parenting approach that enhances the opportunity for children to feel safe and secure, with parents who are emotionally available and attuned to all their needs. Robust safeguarding and risk management policies intrinsically underpin our approach.

There must be a current pregnancy to harness change motivations, a desire on behalf of both parents to co-parent their unborn baby, although they do not have to be in a relationship and we work with the families until the baby reaches the age of 2.

Overall purpose of the job

This role is responsible for the establishment, development and maintenance of the team's administration and case management systems and the collection, collation and input of data for the established *For Baby's Sake* London Three Boroughs team and for the *For Baby's Sake* CONNECT team, being launched in 2021 and working remotely to serve families in various localities.

This is a demanding post requiring high levels of administrative skills and ability to work as part of a team. The position is office based, though the team are currently remote working in response to COVID-19 restrictions. The post holder will be required to work with The *For Baby's Sake* Trust staff at its central office and with multi-agency staff within the London Three Boroughs and in localities where *For Baby's Sake* CONNECT is operating. Work with other localities across the country will be remotely managed from the London office.

For Baby's Sake is evidence-based and the quality and analysis of data is central to case management and the delivery and development of the programme

Main accountabilities	
1.	Administration for programme support <ul style="list-style-type: none"> To establish, develop and maintain an efficient office, ensuring that materials and resources are in place in a timely manner and efficiently organised, and to work with team colleagues to develop and improve procedures and processes To keep data storage, information and case management systems up-to-date and liaise with other site colleagues to receive/forward data in an efficient and accurate manner To support the scheduling and organization of meetings, sourcing venues, preparing agendas, circulating and distributing papers and writing up minutes that typically go beyond listing actions but also summarise key decisions and discussions To support practitioners with the scheduling of individual appointments with <i>For Baby's Sake</i> clients and also the scheduling of and logistical support for sessions with groups of clients To provide team support tasks, such as photocopying, typing reports, filing, ordering stationery and equipment, and to sort, distribute and, where appropriate, deal with correspondence and messages
2.	Information management, data analysis and IT <ul style="list-style-type: none"> To play a pivotal role in the collation, storage, analysis and presentation of the data related to <i>For Baby's Sake</i> and its service users, working closely with the Programme Officers in other area-based sites and with colleagues in The For Baby's Sake Trust in the central office in Stevenage to receive/forward data, liaising with system provider(s) and any external evaluators, maintaining the data securely and generating reports To play a central role in the effective mobilisation and usage of the new <i>For Baby's Sake</i> data platform, maintain and adapt electronic and hard copy filing systems and motivate colleagues to follow the systems in place To undertake the local IT co-ordination, including liaison with the IT provider and resolution of any IT outages
3.	Contribution to team and personal development <ul style="list-style-type: none"> Undertake the Trust's induction programme and participate in probationary reviews, annual appraisals, performance management meetings and ongoing development and training to maintain and enhance skills and experience To work within the Trust's supervision and support policies and procedures
4.	Contribution to excellent customer service <ul style="list-style-type: none"> To acknowledge others' different perspectives and recognize the diversity and experiences of others To ensure a friendly and welcoming point of contact to all enquirers, giving prompt attention to requests, directing queries and signposting as appropriate

	<ul style="list-style-type: none"> To be an effective point of contact with potential and actual <i>For Baby's Sake</i> service users, putting into practice the training and drawing on the support that will be provided for this aspect of the role
5.	<p>Working to organizational policies, procedures and principles</p> <ul style="list-style-type: none"> To adhere to The For Baby's Sake Trust policies and procedures, and to provide appropriate and accurate information to others on policies, procedures and systems To maintain confidentiality and communicate highly sensitive personal data with an agreed, wide range of multi-professional, multi-agency personnel, including service users, staff, consultants and evaluators
6.	<p>To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.</p>
7.	<p>Safeguarding commitment</p> <p>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment and attend mandatory training</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Essential/ Desirable
<ul style="list-style-type: none"> NVQ level 3 or equivalent in related administration qualification 	E
<ul style="list-style-type: none"> IT packages and software, and evidence of ongoing professional development 	E

Minimum levels of knowledge, skills and experience required for this job

Knowledge and experience	Essential/ Desirable
<ul style="list-style-type: none"> At least three years' experience of working in an office environment (ideally, with an organisation which supports vulnerable people) 	E
<ul style="list-style-type: none"> Excellent understanding and application of confidentiality and dealing with sensitive service user and organisational information 	E
Skills	
<ul style="list-style-type: none"> Excellent communication skills in all formats, with ability to demonstrate fluency, clarity, attention to detail and the ability to summarise and convey complex information 	E
<ul style="list-style-type: none"> Proficiency in the application of Microsoft Word, Outlook and Power Point and, most importantly, excellent Excel skills, and experience of navigating the internet, using electronic communication and use of information, case management and databases systems 	E
<ul style="list-style-type: none"> The data handling, logical thinking, IT and inter-personal skills to play a pivotal role in the collation, storage, analysis and presentation of the data related to For Baby's Sake and its service users 	E
Behaviours	
<ul style="list-style-type: none"> Willingness to embrace work challenges with the intention of delivering success, by utilising time management skills and the ability to prioritise effectively to meet timescales 	E
<ul style="list-style-type: none"> Organisational flair and discipline, attention to detail and ability to work on own initiative whilst also being a team player 	E
<ul style="list-style-type: none"> The initiative, resourcefulness, flexibility and resilience necessary to work in a changing environment 	E