**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | LCS Trainer & Children’s Social Work Support Officer | Grade:SO2 |  |
| Reports to (Designation):  | Head of Service, Quality & Improvement  | Grade:SMG3 |  |
| Directorate: | CYP | Section: | Quality & Improvement  |

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**Main Purpose of the job:**

To work alongside managers, social work practitioners and business support as advisor, providing firstline floorwalking support for the LCS, EHM and ControCC applications within Children’s Social Care.

To work collaboratively with the workforce development team to participate in induction, delivering classroom and 121 on the job training and be responsible for the maintenance and review of user guidance.

To support maintenance of accurate system users and work collaboratively with the Performance Information team to support data integrity, compliant with social work best practice.

To work collaboratively with the ICT support team to support the maintenance and development of these systems.

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**Summary of Responsibilities and Personal Duties:**

**A. Floor Walking**

1. To have a thorough working knowledge of LCS & EHM as a work flow system, the contents and constraints, the way it interfaces with both Meridio and Controcc and be sufficiently familiar with social work processes to be able to provide day to day support to staff within CSC.

2. To resolve and troubleshoot recording issues with social workers and team managers , avoiding rollbacks wherever possible.

3. Identify issues to be reported to Business Systems Team and track their timely completion.

4. To visit staff located within and outside of Laurence House to provide floorwalking support and training by the first week of their recruitment including agency social workers.

5. Attend meetings with Business Systems and use fault logging system (the Hornbill).

6. Maintain and develop user guides

8. Contact staff with overdue tasks asking if they need help and working alongside them to assist in the completion of the task.

9. Participate in Team and Service Meetings and LCS/EHM Boards

10. Oversee the contents of Administration tray and re-assigning tasks as required.

**B. Training**

1. To be responsible for the preparation and delivery of classroom and on the job learning.

2. To provide training to Business Support staff to develop LCS champions in the service and upskill support staff.

3. To be responsible for and work alongside social workers on ‘Blitz’ days for Teams/Services to identify and resolve specific issues.

6. To be responsible for and provide & design bespoke training to new groups of staff when the need arises.

**C. Upgrades**

1. Working alongside ICS Project Manager in Business Systems to identify the implications for staff, (including Finance & Data Management staff), of any proposed changes being made by Liquid Logic.

2. To be responsible for responding to proposed changes by way of whole service training or specific briefings as required.

3. To liaise with internal and external stakeholders on related matters.

**D. Change request process**

1. Support staff to complete change requests, participate in user groups. Consider and recommend improvements to the systems and explain implications and impact on other parts of the system.

**E. Development**

1. Identify current or proposed legislative, policy or procedural changes which may impact on the ability of CSC staff to provide accurate service user records and data integrity.

2. Liaison with experts within CSC and Project Manager in Business Systems to establish which changes can be met through anticipated system enhancements planned by Liquid Logic and which might require a change request.

3. Attending Liquid Logic User groups and Forum.

4. To design bespoke forms and pathways as and when required.

2. Provide reports to SMT and others as the need arises.

**Contribute to Inspection processes as they relate to ICS**

1. To assist Inspectors to access LCS and to contribute to Departmental preparations in readiness for inspections.

**Internal contacts:** These include Senior Officers within CSC and other Departments

**External contacts:** These include representatives of other Local Authorities and Liquid Logic.

To carry out the duties of the post with due regard to the Council’s Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Staff may be required to undertake work as directed from the range of portfolios contained in the Job Description, to meet business needs. There will be opportunities for staff to receive relevant training and support as appropriate to develop and enhance their knowledge and skills.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: none

Title: Grade No of posts

Number of partially managed staff:

Title: Grade No of posts

**PERSON SPECIFICATION**

**JOB TITLE: ICS Trainer & Systems Support Officer POST NO:**

**DEPARTMENT: CYP CSC GRADE:** SO2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

**Equal Opportunities**

Commitment to implement the Council’s Equal Opportunities policies.

Awareness of Equal Opportunities issues. **S**

# Knowledge

Knowledge of Children’s Social Care practice within a Local Government setting. **S**

Knowledge of Local Authority Information Management Technology functions. **S**

Knowledge of Protocol ICS. **S**

Knowledge of CSC workflows within ICS. **S**

Knowledge of Local Authorities’ legal responsibilities under all ICT legislation, including Data Protection Act and Freedom of Information Act. **S**

Knowledge of ICT security legislation.

Detailed knowledge and understanding of a range of information systems.

Good knowledge of data quality and data management systems.

# Aptitude

Ability to prioritise own work

# Skills

Excellent written and verbal communication skills. Ability to communicate with Senior Officers internally and colleagues and partners externally.

High level IT skills

Strong analytical skills, ability to interpret complex legislation, including social care legislation.

Partnership working skills

# Experience

# Experience of maintaining and developing information systems.

Experience of developing and providing training.

Experience of involvement in IMT improvement programmes.

Experience of providing advice and solutions to IMT problems.

Experience of developing and maintaining user guidance.

# General Education

Numerate and literate and willing to undergo any professional training as required.

# Personal Qualities

Strong team player

# Circumstances

**DBS Disclosure Required? No Basic Enhanced**

X

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post

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