



## Job Description

Job Title: Adopted Adult Access to Records Coordinator  
 Service Area: Post Adoption Order and SGO Support Team  
 POSCODE: HAY02756  
 Grade: I

### Overall Purpose of Role

The purpose of this post is to offer sensitive direct customer focused support to adults who have been adopted and seeking information about their birth records and may require counselling, advice or mediation signposting.

The Coordinator will also provide intermediary services to birth relatives of adopted individuals who are seeking contact or information about the adopted person.

In addition to delivering high-quality support to individuals navigating adoption records and processes, the role involves managing and overseeing a computerised system designed to process, store, and retrieve adoption-related records in compliance with relevant legislation, such as the Adoption and Children Act 2002, Data Protection Act 2018, and any other applicable laws or regulations.

### Main Accountabilities

1	Receive all enquiries related to Access to Records and intermediary services via professionals or members of the public. Provide general consultation, support and advice to people on the waiting list. Offer support to the team duty line, if needed.
2	Liaise with Courts and Adoption Agencies to obtain access to adoption records.
3	Co-work with the allocated social worker to ensure service users have a named, informed person to contact. Manage and monitor the waiting list and allocations, and establish agreed priorities and risks.
	Provide accurate statistics at the end of each month. To always be aware of the number and nature of cases, and to recognise emergent trends in order to inform management and future policy.
4	Attend, participate and contribute to regular team meetings.
5	Develop and maintain an information resource, including resources for intermediary services, continuously researching material for inclusion.
6	Maintain accurate and up-to-date case records on CHARMS in line with legal and regulatory requirements. Organisational skills and attention to detail in maintaining accurate records of appointments, contact and case documentation.
	To work within the Adoption service's policies and procedures.

7	To monitor and observe the plan of work in operation for service users and to provide assistance to social work colleagues in the planning and evaluation of the work undertaken on their behalf.
8	To develop own knowledge and skills base, develop good working relationships with professionals and agencies, challenge the provision of other services for the benefits of service users and enable successful partnership working within a climate of mutual respect.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*  
 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.

## Person Specification

### Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to GCSE level or equivalent	Maths and English Grade C or above	<b>Essential</b>
Counselling qualification	Counselling	<b>Desirable</b>

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

Identify	Details	Essential/Desirable
<b>Knowledge:</b>		
Able to demonstrate	Basic IT skills, able to use Word and Excel to produce reports, carry out correspondences and keep accurate records.	Essential
Able to demonstrate	Have knowledge of, and comply with the Adoption & Children Act 2002. Have knowledge of the Data Protection Act 1998 and Freedom of Information Act 2000.	Essential
Able to demonstrate	Have knowledge and comply with Adoption: National Minimum Standards 2011 (updated from 2005); practice in strict accordance with Adoption: Access to Information and Intermediary Services – Practice Guidance 2011 (updated from 2008)	Essential

	Knowledge of the work of the team in order to offer support to duty if needed.	Essential
<b>Skills:</b>		
	Strong communication skills and the ability to work sensitively and professionally with children, families, and professionals.	Essential
Able to demonstrate	Assessment and analytical skills	Essential
	Excellent verbal, written and communication and engagement skills Necessary for: corresponding with service users and Courts, professionals and agencies; inter-departmental liaison; writing sensitive and appropriate file summaries	Essential
	Good organisational skills and attention to detail	Essential
	Time management and organisational skills.	Essential
<b>Experience:</b>		
	Basic level of interpersonal/ counselling skills to deal sensitively with members of the public	Essential
	Experience of problem solving and managing complex data and information	Essential
	A background in systems analysis, design, and implementation. Time management and organisational skills.	Desirable

### Disclosure Level

#### What DBS Level is required for this post?

None

Standard

Enhanced Child Only

Enhanced Child/Adult Bar

### Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)

Fixed

Flexible

Field

Home