



Job Description

Job Title: Adoption Support Co-Ordinator (Letterbox) 18.5 hours

POSCODE: HAY02747

Grade: H

Overall Purpose of Role

The Letterbox Service provides a reliable and supportive way for exchanging information between the child, their adopters or carers, and the birth family. Its purpose is to help maintain important relationships, support the child in understanding their family heritage and offer reassurance about the wellbeing of their birth family, while strengthening the child's sense of identity and connections to their adopters and carers.

Main Accountabilities

The Letterbox Scheme is a service run by Northamptonshire Voluntary Adoption Agency which enables birth relatives, adoptive parents and special guardians to exchange information about and for the child. As a member of the Voluntary Adoption Agency the post holder will contribute to the provision and development of effective post adoption support services and will comply with the departmental procedures, policies and the requirements of legislation as it affects all aspects of adoption. The main aim of the Agency is to provide stable, secure adoptive families for children who are unable to remain with their family of origin and to support adopters, special guardians, families & birth families. We work in partnership with others to develop and improve the quality of support offered to all families post placement. and to develop the support services offered to the birth parents of children being placed for adoption. For example. In order to facilitate appropriate, child focused, letterbox exchanges the post holder can work directly, face to face with siblings of adopted children, adopters, birth family members and Special Guardianship Carers. There is an expectation that the post holder will work with colleagues from other agencies in order to facilitate letterbox exchanges for the child, the child's siblings and the birth parents. The post holder would be expected to work directly with all key stakeholders colleagues and birth parents in order to achieve appropriate letterbox exchanges for the child, led by the child's care plan.

Main Accountabilities	
1	Meet in person or online birth relatives, special guardians & adopters as appropriate to improve the participation and quality of the letterbox scheme so that Birth relatives, special guardians and adopters are engaged and involved in Letterbox. Support with initial assessment of suitability for Staying in Touch (Direct Contact).
2	Ensure the smooth running of the day-to-day functions of the letterbox scheme & make sure that the needs of the service users are met, and service users receive appropriate confidential information-sharing' in a sensitive, professional and timely manner.
3	Participate in the training of prospective adopters, to raise awareness of adopters to the benefits of letterbox exchanges so their child feels accepted into their new family whilst retaining a positive link to their birth family.
4	Support with Adoption information and community events for colleagues and other professionals about the purpose and philosophy of letterbox and to assist in teaching how to set up individual letterbox exchanges, thus: Imparting knowledge and increasing the skills of Childcare Social Workers, Independent Reviewing Officers, involved with Permanence Plans.
5	Assist with the running of Support Groups for birth families Adoption Activity Days and the Adoption Children's Events which provide an arena for adopted children to meet together and feel supported, promoting Northamptonshire Voluntary Adoption Agency as a good provider of Post Adoption Support.
6	Networking and consultation with adopters and birth families to facilitate evaluation and improvement of the service ensuring that the Letterbox Scheme meets the needs of all those affected by adoption
7	Adoption duty rota: Provide information and support to all callers to the agency e.g. prospective adopters, adoptive families, special guardians, birth relatives & adopted adults.
8	To be a point of contact for birth families, special guardians and adoptive families who wish to explore changes to letterbox or Staying in Touch plans, as the needs of children change with age.
9	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

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
A-Level and/or evidence of qualifications that would require this level of knowledge and use of English	English	Essential

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

Identify	Details	Essential/Desirable
Knowledge:		
Knowledge of the Adoption and Children Act 2002	With particular reference to the Adoption Support Regulations and awareness of current legislation relating to the job such as the Children Act, Every Child Matters, Public Law and Human Rights, Data Protection, GDPR	Essential
Skills:		
	IT literate, able to use Word & Excel to carry out correspondence & keep accurate records	Essential
	Assessment & analytical skills or the capacity to make assessments based upon experience gained in different contexts	Essential
	Evidence of excellent communication, particularly verbal and written.	Essential
	Flexible, adaptive & positive mindset, able to multitask	Essential

	Ability to respond in a non- judgemental manner with confidence in the knowledge that accurate information is being imparted	Essential
	Effective and empathetic interpersonal skills that will enable the post holder to engage service users, including some vulnerable adults (birth relatives) to produce appropriate exchanges for the child.	Essential
	Ability to provide training for service users involved in setting up and participating in the Letterbox Scheme.	Essential
	Ability to deliver training to fellow professionals in the Adoption Service to ensure that practice is consistent.	Essential
	Awareness of research indicating that Letterbox and Keeping in Touch promotes the child's emotional & physical well being.	Desirable
Experience:		
Supporting Vulnerable Adults	Experience of supporting vulnerable adults, those with learning difficulties or mental health needs and communicating with adults who may express strong feelings in the process of your work and/or work with families and parents in the past would be good. For example family support work, counselling, children's centre work, residential care work	Essential
Training in counselling skills	In order to raise their level of awareness around interactions with service users	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level	
What DBS Level is required for this post?	
None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>
Flexible (hybrid on an agreed schedule)	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>