



Fosterline Adviser

Objectives: To provide independent advice, information and support to current and prospective foster carers in England.

Through doing so, to contribute to the effective delivery of The Fosterline Service, a free, national independent advice service, funded by the Department for Education, that offers support to both current and prospective foster carers.

Position reports to: Fosterline Coordinator

Band: Band G

Salary: £32,000 - £37,000

Main Duties:

- To provide impartial advice, information and support to enquirers to Fosterline England by telephone, email, or online, or via other channels as required, to a range of people including prospective foster carers, current foster carers and Special Guardians.
- To provide information and advice based on best practice, current regulations, standards and guidance in fostering, and to do so without judgement or opinion.
- To provide in-depth support to meet the needs of foster carers through focused one-to-one support
- To keep up to date with relevant legislation, policy and practice issues to ensure enquirers are receiving current advice and information.
- To be responsible for keeping accurate, appropriate and confidential records of all communications on our database, in line with organisational policies and procedures.
- To undertake training and attend meetings as required to further personal development and the development of The Fosterline Service.
- To produce information and advice content/materials/resources that meet the needs of prospective and current foster carers, and The Fosterline Service.
- To contribute to reviews and evaluations of The Fosterline Service as required (including data handling, providing written or verbal updates) to inform continuous improvement of the service.
- To adhere in full to all The Fostering Network and Fosterline England organisational policies including providing a timely response to risk and safeguarding issues.
- To contribute to other activities related to Fosterline and The Fostering Network as required.

Knowledge and experience

Essential

- A qualification in social work or lived experience as an approved foster carer.
- Experience of providing advice, information and support by telephone.
- Knowledge and/or experience of working with foster carers or fostering services (within the field of foster care, social work, counselling or community work with carers, families and children).
- Demonstrable knowledge of legislation, guidance, standards, best practice and the legal framework surrounding fostering, kinship care and Special Guardianship.
- Knowledge and/or experience of the recruitment and assessment processes for foster carers and Special Guardians in England.
- Working knowledge and/or experience of the issues facing foster carers and children/young people with care experience.
- An understanding of safeguarding including child protection procedures.
- A working knowledge of Local Authority and Independent Fostering Services organisation and practice.

Desirable

- A qualification in social work, with experience of fostering.
- Knowledge and understanding of the welfare benefits and income tax systems.
- Knowledge/experience of the process for investigating allegations made against foster carers.

Skills and abilities

Essential

- Excellent listening, verbal and written communication skills across a variety of communication methods (in-person, on the telephone, via digital platforms online).
- The ability to work quickly and accurately on your own and as part of a team.
- Excellent attention to detail in both written and verbal communication.
- The ability to digest complex information and explain issues and concepts with clarity and accuracy, without using technical jargon.
- Good IT and administration skills including the ability to keep accurate records.
- A non-judgemental attitude of acceptance for others whose values and attitudes may be different from your own.

Desirable

- Experience of using Microsoft 365 including Outlook, Teams, Dynamics and SharePoint.