

**Embrace – Supporting Young Parents**  
**Job Description**

**Location:** 217 Silver Road, Norwich NR3 4TL

**Post:** Casework Supervisor (Norwich)

**Reporting to:** Project Manager, Embrace . Supporting Young Parents

**MAIN PURPOSE OF POST**

Supporting the organisation to help teenage parents to become confident, financially and emotionally secure parents, who have aspirations for their own future and that of their children.

To ensure that the team of project workers are given supervision and support, in order that the client workload is met and that young parents and pregnant teenagers receive a professional, appropriate and timely service.

**KEY TASKS:**

- Management of the client workload within the project.
- The day to day management and supervision of a team of project workers.
- To act as the lead on child protection.
- To assist the Project Manager in the running and development of the project.

**DUTIES AND RESPONSIBILITIES**

- Allocate new referrals to the team ensuring that workloads are balanced and the conditions of service level agreements are met.
- Undertake administrative tasks related to new referrals and closures.
- Maintain records on project database.
- Maintain written records for Embrace.
  
- Provide formal casework supervision to the project workers.
- Ensure that accurate case files and records are maintained.
- Oversee the staffing cover and checking in and out procedures.
- Ensure that Embrace policies and procedures are followed within the project.
- Attend/run team meetings as required.
- Contribute to staff appraisal and the monitoring of staff development.
- Contribute to the development and updating of the Embrace policies and procedures.
- Undertake regular supervision with the project manager.
- To ensure the quality of the delivery of services and contribute to the Quality Assurance Process.

- Working within the Norfolk Area Child Protection Committee Procedures and Embrace Child Protection Policy and Procedures have responsibility for reaching decisions on child protection concerns reported by project workers.
- Ensure that accurate recording is undertaken by project workers.
- Develop an awareness of child protection issues and concerns within the project.
- Report all Child Protection issues to Project Manager.
  
- Contribute to the evaluation planning and process.
- Develop and maintain a professional relationship with the Project Manager and all other staff in the team.
- Develop an understanding of the role of the Project Manager and the running of the organisation in order to deputise for the Project Manager within the project and at meetings when required.
- Ensure that the resources available are used effectively and in accordance with the budgetary constraints.
- Undertake specific project work as required by the project manager.
- Uphold and comply with the statutory provisions of the Health and Safety at Work Act, 1974.