Adoption
Placements Officer
Job Description

Reports to: Enquiries and Placements Manager
Direct reports: None

The Role
The Placements Officer role is a pivotal one within the Adoption service. The core functions are:

- To pro-actively provide the ‘child finding’ service to find suitable children for the family after adoption panel approval
- To be the first point of contact for authorities looking to place children
- To work with the Business Support Administrators to provide a seamless customer experience

The post holder will be a key part of a cross-functional supportive team where the focus is building and supporting families in their adoption journey, thereby meeting the focus of the agency – to build and strengthen families.

Key Tasks

- Safeguard and protect vulnerable adults and children in accordance with PACT’s Policies and Procedures at all times
- Promote PACT by always being a positive advocate of PACT when dealing with other agencies and adopters
- Promote the adoption work of the agency by raising local awareness through networking opportunities, including working closely with partner agencies and local authorities (for example, at exchange days)
- Assist in meeting recruitment targets and key performance indicators with regards to numbers of placements made
- Create profile packs on available adopters
- Work with social workers and approved adopters in creating and following up links with external agencies
- Work directly with potential adopters to enable them to find a suitable match, for example by supporting them at profile events and adoption activity days
- Attend public events, PACT Information Events and training to talk with people considering offering a child permanence through PACT, giving information and advice as appropriate.
- Work with colleagues to assist with specific family finding projects, as required.
Ensure that CHARMS records are kept up to date in line with PACT’s business processes and reporting requirements

Undertake any other duties deemed commensurate with this post as directed by the line manager

Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work

**Person specification**

**Essential Attributes**

- Educated to GCSE / A level or equivalent
- Knowledge of the role of an adopter in caring for children
- A minimum of 2 year’s experience involved in a customer-facing environment (e.g. selling, marketing, promotion, PR, fundraising, recruitment, social work)
- Ability to deliver excellent customer service as part of a team
- Ability to set priorities and manage conflicting demands
- Excellent oral communication and listening skills
- Good time management and organisational skills, able to work to deadlines
- Competent in the use of a range of IT tools, including email, Word and Excel
- Willingness and ability to work flexible hours including evenings and weekends
- Ability to work across PACT’s offices as necessary
- Enhanced DBS check

**Desirable Attributes**

- Degree and / or professional qualifications in a related field
- Experience of the CHARMS system
- Ability to prepare and create written reports and make clear presentations