

NORTH LANARKSHIRE COUNCIL

REPORT

To: SOCIAL WORK COMMITTEE	Subject:
From: DIRECTOR OF SOCIAL WORK	ESTABLISHMENT OF ADDITIONAL POSTS OF ADMINISTRATIVE ASSISTANT (AP1) WITHIN THE SOCIAL WORK DEPARTMENT
Date: 15 JANUARY 2004	Ref: JD/MHW

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. To seek Committee approval for the establishment of seven Administrative Assistant (API) posts within each of the Departments six Area Teams, Reception Services Sections and one post at Headquarters within the Resources - Information, Management and Technology Section (IMT).

2. BACKGROUND

- 2.1. Committee approval was obtained in June 2001 for the creation of a permanent Reception Services Team to improve the service provided in dealing with new Social Work Department referrals, to accelerate outcomes to initial enquiries, to accelerate assessments and provision of services to users and to provide a comprehensive and reliable public information service.
- 2.2. The Reception Services teams became operational on 1st April 2002 within the Departments 6 Area Teams.
- 2.3. No provision was made in the June 2001 Committee report for dedicated administrative support to the Reception Services teams, and support was provided from existing Administrative resources.
- 2.4. Reception Services teams have now been established for 20 months and an evaluation has highlighted the requirement to establish a permanent Administrative Assistant (AP1) post within each team and one post within Headquarters Resources- IM&T, the link post between the Reception Services and I.T. Support teams.

3. CURRENT SITUATION

- 3.1. The temporary location of an existing Administrative Assistant post has provided a supervisory role to three Clerical/Assistant Typist posts located in the Reception Services teams
- 3.2. The post holder is responsible for monitoring the standard of service provided to service users, to provide advice, assistance and support to the basic grade staff to ensure activity is recorded in accordance with departmental/receptions services guidance. In addition the post holder must liaise with Information Technology and Public Information employees at Headquarters. The postholder also ensures the provision of an administrative service to the senior social worker and fieldwork staff.

- 3.3. The Committee Report dated 5 December 2002 on the progress of reception services gave a commitment that the role of administrative staff within the teams would develop, collate and maintain an up to date public information bank. This is a key function of the Administrative Assistant post.
- 3.4. The Administrative Assistant also has an important contribution to make to the continuing development of single shared assessment which is an integral part of the Scottish Executive's joint future agenda.
- 3.5. The temporary transfer of the administrative assistant AP1 from another section of the Area Team and Headquarters has had a detrimental effect on the work of that section.

4. PROPOSAL/CONSIDERATION

- 4.1. It is proposed to create one full time Administrative Assistant post (AP1) in each of the six Area Teams and 1 post in Headquarters, within Resources (IM&T).

5. FINANCIAL/PERSONNEL/LEGAL/POLICY IMPLICATIONS

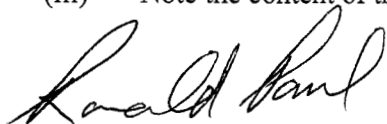
- 5.1. The additional cost to the Department will be met from existing budgets:

7 Posts at API	£14,811 x 7	£103,677
Plus 22 % on Costs (Superann and NI)	£ 3,258 x 7	£ 22,808
Total Cost		£126,485

6. RECOMMENDATIONS

- 6.1. Committee is asked to:

- (i) Approve the establishment of 7 posts of Administrative Assistant (AP1).
- (ii) Remit this report to Policy and Resources (Personnel sub-committee) for approval.
- (iii) Note the content of this report.



PP **Jim Dickie**
Director of social Work
15 January 2004

*For further information on this report please contact J Scott, Manager of Resources and Information
 TEL: (01698 332037)*