



**Diagrama**

Adoption & Fostering

## Enquiry Advisor

**£19,760 per annum (40 hours per week) Home based but required to attend other locations as necessary**

We are looking for a dynamic confident and highly motivated individual with the personality and drive to recruit potential Foster Carers to join Diagrama.

You will be committed to providing high quality support to our Adoption and Fostering Service, with previous customer relations experience being an advantage.

If you are looking for a rewarding role supporting children, adults and families through adoption and fostering - we would love you to join our team. Get in touch today.

# About Diagrama Fostering & Adoption

Diagrama Fostering and Adoption are independent agencies both rated GOOD by Ofsted. Our team is dedicated to finding loving families who are able to offer homes for children in need of adoption and fostering across London, Surrey, East and West Sussex, Kent and Hampshire.

Our team is small enough to offer a personalised and friendly experience while benefitting from the expertise and security that comes with being part of a larger, established charitable foundation.

We are fast establishing a reputation as being progressive, caring and child-focused, providing excellent support for adopters, foster carers and children alike. We put children at the heart of everything we do and every decision we make.

We support foster carers and adopters

of all backgrounds regardless of faith, sexuality or ethnicity and we pride ourselves on offering a tailored service. We focus on finding new foster carers and parents for harder to place children, those who have been waiting the longest, and have varying needs.

## **Our history**

Diagrama Fostering and Adoption services were set up to ensure those who had been working with Cabrini Children's Society received continued support when the society ceased operation in 2014.

The service has since evolved and we have been busy integrating our own principles and approach to fostering and adoption to ensure those we work with receive the highest possible standard of care, support and preparation throughout this life-changing journey.





# About the role

As an Enquiry Advisor you will be responsible for managing all adoption and fostering enquiries and assisting with recruitment of prospective adopters and foster carers. You will operate the front-line enquiry service providing information to enquirers about the adoption and fostering services offered by Diagrama.

As the first point of contact for Diagrama, you will be responsible for ensuring a positive experience and maintaining the existing high-quality customer service offered at the same time as meeting the demands and needs of the agency.

You will be an integral part of a supportive team, whose focus will be on recruiting individuals and families, supporting them through their early adoption or fostering journey and in turn working towards our goal of helping to reduce delays for children in care waiting for a family.

You will work closely with social workers to find families for children updating and sharing profiles and supporting social workers with communication on the Linkmaker system and directly with local authorities in order to promote our approved adopters and foster carers and find matches with children waiting to be placed.



You will work collaboratively with several sections of the agency including social work practitioners, administration and marketing. You will liaise and co-operate with other business section staff, social workers and management of the Agency, medical and legal advisers, Disclosure & Barring, health and education authorities, government departments, social services offices and external suppliers and contractors.

You will 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.

At all times during the employment conform to the security measures of the Data Protection Act 1998, the General Data Protection Regulation (GDPR) 2018 and to the safety of self and others in relation to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005.

You will fully support and demonstrate our values in relation to equal opportunities and diversity, as outlined in our Equal Opportunities Statement. Undertake any other duties deemed commensurate with this post as directed by the line manager.

# Key Tasks

- Receive, record and respond to all enquiries to the adoption and fostering service. Provide information and advice to individuals and families interested in adoption on what is desirable and required to provide homes for children waiting for a family.
- Ensure all enquiries are handled in a timely and professional manner, whilst giving full and accurate information.
- Ensure all enquirers are sent adoption / fostering information packs, followed up with courtesy calls, emails and other chase methods in line with business processes

- Implement a diary and schedule system to ensure timely follow up of enquirers in the future using internal IT system.
- Action all requests from social workers for support with family finding for approved adopters and foster carers, create high quality profiles and share appropriately on Linkmaker and with local authorities.

PLEASE NOTE: Full training will be provided to post holder on internal processes, software systems including , social media, recruitment criteria, regulations and guidance.





*Diagrama leaders, managers and staff advocate well for children and young people within the network of professionals.*

*- Ofsted 2019*

## Why work for Diagrama?

Diagrama is a charity which has supported vulnerable children, young people, adults and families around the world for more almost 30 years.

Our aim is simple - we want a better, more equal society, one that cares for those less fortunate and ensures no-one is excluded. Dedication, innovation and education lie at the core of all our work, with the needs of the individual at the heart of everything we do.

Every member of our team plays a vital role in our journey and is encouraged to help shape it along the way. And we're never afraid to try something new - that's how we learn and get closer to achieving our aims.



*'Prospective adopters choose this agency over others as they value the personal approach and individual support given by its social workers. Many adopters return to adopt second and third children.'*

*- Ofsted 2018*

**Diagrama Adoption and Fostering  
has been rated GOOD in all  
areas by Ofsted.**

## Your benefits

We offer a friendly and professional place to work with great opportunities to use your skills and knowledge to make a real difference to the lives of the children and young people we work with.

We offer a competitive fee, flexible hours and authorised travel expenses will be reimbursed at current HMRC published rates.



## How to apply

**If you would like to learn more about the role please call Natalie Lohneis, Head of Adoption and Fostering Services for a confidential chat on 01634 545000.**

Interested in applying? Email your CV to [hr@diagrama.org](mailto:hr@diagrama.org)

**[www.diagramachildren.org.uk](http://www.diagramachildren.org.uk)**

*Diagrama Foundation is committed to ensuring the safety of the vulnerable children we work with is upheld at all times, therefore all positions require an enhanced disclosure and satisfactory references. Diagrama is an Equal Opportunities employer.*