

Job Description

Job title	Kinship Information Officer
Directorate	Children and Adults
Division	Provider Services
Range	MPR 3
Reports to	Kinship Project Manager

Main purpose of the job:

The Kinship Information Officer provides a specialist single point of contact for kinship carers and prospective kinship carers, offering accurate, timely information and guidance about kinship care arrangements and the Kinship Allowance Pilot. The postholder is responsible for managing initial enquiries, explaining eligibility criteria and evidential requirements, and determining appropriate next steps in line with agreed policy and procedures. The role ensures that families receive consistent, accessible advice and are supported to understand their options within a complex statutory and financial framework.

The postholder exercises professional judgement within defined guidelines to triage enquiries, determine progression to application, and signpost families who are not eligible to appropriate statutory or community-based services. Through effective communication and liaison with social workers, finance, fostering and early help services, the role contributes to safeguarding, supports correct use of public funding, and underpins the successful delivery and evaluation of a nationally scrutinised pilot programme. Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Manage all initial enquiries relating to kinship care and the Kinship Allowance Pilot in order to provide a consistent, accurate and accessible single point of contact for carers and professionals.

Assess information provided by kinship carers against defined eligibility criteria and evidence requirements in order to determine appropriate progression, ensuring fair application of policy and correct use of public funding.

Provide clear, sensitive and impartial information to carers about kinship care options, allowances and alternative support pathways in order to enable informed decision-making and manage expectations.

Triage and signpost families who do not meet eligibility criteria to appropriate statutory, early help or community-based services in order to promote safeguarding, prevent escalation and ensure no enquiry is closed without appropriate advice.

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Liaise and coordinate with social work teams, fostering services, finance and other internal partners in order to ensure information is accurate, up-to-date and aligned across services.

Apply professional judgement within agreed frameworks to identify potential risk or safeguarding concerns and escalate appropriately in order to protect children and families and support statutory duties.

Maintain accurate records and data relating to enquiries, decisions and outcomes in order to support audit requirements, pilot evaluation and service improvement.

Contribute to the effective delivery and evaluation of the Kinship Allowance Pilot by providing feedback, insight and operational intelligence in order to inform learning, development and future service design.

At manager's discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.

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- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.]

Organisation:

This role reports to the [Kinship Project Manager.]

Choose an item.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

Person specification

All criteria at level A should be considered essential requirements.

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Qualifications

Level A

NVQ Level 3 or equivalent qualification or significant relevant experience in children's services, family support, housing, welfare, or a related public-facing advisory role.

Level B (in addition to level A criteria)

Relevant qualification or accredited training in children's services, social care, advice and guidance, safeguarding, or customer services.

Level C (in addition to levels A and B)

Foundation degree, degree, or professional qualification in social care, youth and community work, family support, or a related discipline.

Knowledge

Level A

Knowledge of kinship care arrangements and the challenges faced by kinship carers.

Awareness of safeguarding principles and thresholds within children's services.

Understanding of the importance of accurate information, eligibility criteria and consistent decision-making in the use of public funding.

Level B (in addition to level A criteria)

Working knowledge of relevant legislation and frameworks, including the Children Act and kinship care pathways (SGO, CAO "lives with", connected persons).

Knowledge of early help, family support and preventative services available to families.

Level C (in addition to levels A and B)

In-depth understanding of local authority children's services systems, funding arrangements and externally evaluated programmes or pilots.

Knowledge of data, audit and compliance requirements within a regulated service environment. |

Experience

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Level A

Experience of working in a role providing information, advice or guidance to members of the public, including managing sensitive or emotive enquiries.

Experience of assessing information and applying set criteria or procedures to determine appropriate outcomes.

Level B (in addition to level A criteria)

Experience of working within or alongside children's services, fostering, family support, housing, welfare benefits or a related statutory or voluntary sector service.

Experience of multi-agency or multi-team working and effective liaison with internal or external partners.

Level C (in addition to levels A and B)

Experience of operating in a specialist front-door, triage or eligibility-based role.

Experience of supporting service development, pilots, quality assurance or service evaluation activities.

Skills

Level A

Ability to communicate complex information clearly, accurately and sensitively to a wide range of audiences.

Strong organisational skills, including the ability to manage multiple enquiries and maintain accurate records.

Ability to work independently within agreed policies, procedures and frameworks.

Level B (in addition to level A criteria)

Ability to apply professional judgement to varied or incomplete information and determine appropriate next steps.

Effective interpersonal skills to manage challenging conversations, resolve misunderstandings and build trust with families and professionals.

Level C (in addition to levels A and B)

Analytical skills to identify patterns, issues or service gaps and contribute to service improvement.

Ability to support data collection, reporting and feedback for monitoring and evaluation purposes.