

## Performance Standards for Agency Workers

### Responsibilities/Objectives

(What should I be doing?)

- Ensuring casework recordings are complete, accurate, of a high quality and meet required timescales.
- Ensure full compliance with the use of the Integrated Children's System (Protocol).
- Ensure all cases within caseload are managed in accordance with both Government and Council policies and procedures relating to the safeguarding of children and young people.
- Contributing information as required to facilitate and enable accurate performance monitoring data to be collected.
- To comply with arrangements for Supervision.
- To seek advice on any cases where clarification would improve the decision making process.
- Keep the Team Manager informed of any issues of concern.

#### For Agency Workers with Staff Management Responsibilities:

- Acting as a positive role model.
- Communicating clear standards and expectations
- Carrying out regular Supervision in accordance with the Children's Trust Supervision Policy.
- Actively manage attendance.
- Prioritising and delegating work as appropriate.
- Taking appropriate action to address individual and team performance issues.