

## Embedded Coordinator Role on Mosaic Guidance

### Background

Embedded Coordinators support frontline social work teams in their day to day work and part of this involves supporting Mosaic tasks. 'Act Fors' on Mosaic have previously been used as the way to do this e.g. to act for the social worker or manager to complete a task. Following some concerns about the permissions this provides, a new role has been created on Mosaic which will allow an embedded coordinator to complete the tasks and record in their own name.

### The role

The role is a Mosaic role which has specific permissions and access to parts of the Mosaic system.

The Embedded Coordinator can complete the following tasks with this role;  
(note this is not an exhaustive list)

- Upload documents to records
- Produce documents from Mosaic in PDF
- Create a new record
- Update addresses, phone numbers, allocated or involved workers and link professionals to records
- Update other details on records for example education and health information
- Record chronologies
- Record supervision records
- Record a range of meetings relevant to their role
- Initiate steps linked to their role
- Support completion of closure records
- Cancelling steps
- Reassigning steps

The Embedded Coordinator has the same access to steps and workflows as the 'CYP Social Worker' role (for Adoption and Fostering this is based on the equivalent social worker role for these areas). The work that can be completed by the Embedded Coordinator is tailored to the role of an Embedded Coordinator depending on the team they are in; there are three roles, one role for Embedded Coordinators in Children's Teams, one for Fostering and one for Adoption.

The Embedded Coordinator will sit on Mosaic within the team they are based in.

This role has no impact on restricted records, and the need to request access to these as required will continue. As part of Mosaic Improvement work, we are seeking to change how we approach restricted records, please see updated practice guidance when this becomes available.

### Guidance for social work tasks

The change to using this role means that the work will be recorded in the Embedded Coordinator's name and so it is important that for each record where an Embedded Coordinator is finalising the form that it is made clear where or who the information came from.

For example, if recording an email, record at the top; "Email recorded on behalf of Sally Hazel, Allocated Social Worker".

For example, if recording minutes of a meeting, record at the top; "Notes of this meeting were taken and recorded by Hannah Chase, Embedded Coordinator and approved by Sally Hazel, Allocated Social Worker".

The exception to this is when uploading a document, change to address, phone number and other basic details which can be updated as they are currently at the request of a social worker.

Where a form is subsequently 'signed off' by a social worker or manager, it is not required that an Embedded Coordinator write that they have helped to record the information, as the social worker is responsible for the quality of the information recorded before completing the document.

The process for recording police reports (SCARF's) remains unchanged.

### Guidance for tasks where management approval is required

This includes:

- Changing allocated worker
- Supporting closure of a child or carer record
- Cancelling a step
- Reassigning a step

For each of these tasks, management oversight is required, e.g. it is not sufficient for a social worker to ask you to cancel a form. Management oversight can take two forms;

(1) A management oversight case note

If the request is detailed within a management oversight case note, for example a case note detailing the change of allocated worker and the steps need to be moved to that worker's name, then please proceed with the work if requested to do this by the manager.

(2) An email from a manager providing oversight and agreement for the task

Please record the email in a case note and then proceed with the task. Please use the case note heading from the drop-down list "Embedded Coordinator task – Manager approval"

The exception to this is if a social worker requests that a child in need, child protection or child looked after visit step is reassigned to them to complete as they have completed the visit and the step is not in their name.

The process for recording supervision records in case notes remains unchanged.

<b>Review / Contacts / References</b>	
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