Managing your MOSAIC work folders- Managers

Double click on the MOSAIC icon on your DeskTop
After log in check the following folders in your treeview

Team folders

Team Member Folder – Check Regularly

This contains a list of all members in your team and the cases allocated and work assigned to them. A single click on the worker name / yellow folder will show you the worker's details and their allocated cases, and will allow you to view the worker's current work in the subfolders Visits, Future Work, Incoming Work, Uncompleted Work and Tasks. Managers should always be aware that timescales are built into MOSAIC.

Team Visits Folder – Check Regularly

This contains visits that have been set up on cases that have not yet been allocated to a specific worker, for example where a case has been transferred from Duty & Assessment and the case is awaiting allocation.

Team Incoming Work Folder – Check Daily

This lists all work/episodes on cases that have been allocated to your team but not yet assigned (allocated) to a worker. The Team Manager is responsible for assigning all of the work in this folder and should be mindful of the timescales involved for completing the work.
This folder, and the relevant future work folders, should be checked each time a case is allocated to a worker.

Team Incoming Tasks Folder – Check Very Frequently

This contains details of tasks sent by team members to the team manager/senior practitioners for authorisation of work and decisions to be made on cases. This must be checked frequently as failure to complete these tasks can hold up further work on the workflow.

Team Future Work Folder – Check Periodically

This contains details of future work/episodes on unallocated cases and will move into the team's incoming work folder 7 days before the due date. When an episode is assigned to a named worker, the episode will move into that worker's Incoming / Future Work Folder.
This folder, and the relevant incoming work folder, should be checked each time a case is allocated to a worker.

Personal folders

Meetings Folder – Check Daily

This contains details of any meeting to which you have been added to the invitation list, for example Strategy meetings, conferences etc. The number of records in the folder is displayed beside it in brackets e.g. (4); the meeting will disappear when it has taken place.

Tasks Folder – Check Very Frequently

This folder is the busiest folder for a Manager and needs to be worked on several times a day; it contains the following subfolders:

Incoming -	**tasks that have been sent to you for authorisation by your team members**
Completed -	**tasks you have authorised**
Sent -	**tasks sent by you to your Principal Officer or Resource Team**
Replies -	**replies received to tasks you have sent**

Returned Work Folder – Check Daily

This folder contains a copy of work which has been wrongly assigned to a worker and returned to you to re-assign to another worker

Version 3 Jan 2020

Allocating cases to a social worker

Please note that allocating a case to a worker does not automatically assign work to that worker. Managers need to check the Team Incoming Folder and Team Future Work Folder and assign case work and episodes to the allocated worker. See below for details of how to assign work.

From the child's Personal Details page, Click on People and select New Episode from the drop down menu. Select allocate worker; this brings up the service user screen. If necessary, Add an appropriate service user group & sub-group then Click next to reach the authorise services screen. Click on New and:

- **Choose a Service & Service Group – select Professional Support then Social Work Case work**
- **Enter a Start Date from the Calendar and click on next**
- **Select a team under Organisation and click in circle**
- **Find Worker and click on Next**
- **Add any comments or information in free text box and click on Next**
- **Read Summary details – Status should be Ready; click on Finish**

Click on Next. This will bring you to the outcome screen; select worker allocated and Click on Finish

To change the allocated social worker, follow the same steps but at the authorise services screen, delete the current worker and enter their end date before adding the new worker.

Assigning work to social workers

Please note that assigning episodes to a worker does not automatically allocate the case to them; allocating cases must be done separately. See above for details on how to allocate cases.

Click on the Team Incoming / Future Work Folder icon to open the folder. Right click on the piece of work you want to assign (allocate) and select assign from the pop up menu. From the screen displayed you can select a worker in the team from the drop down list, pass to another team or pass to a worker in another team. The date and time will be displayed and text can be entered in the Note Box. Click ok.

Dealing with Tasks

To deal with an incoming task, Click on Tasks then incoming, then the specific task listed. Managers should always respond to Incoming Tasks with a return note and must remember to click on Completed and Save to authorise the task and send the reply back to the social worker. A Social Worker cannot complete an Episode until all the tasks sent have been completed and returned. Managers/seniors should make sure the episode is finished by selecting an outcome and clicking on Finish. Managers should also check any documents relating to an episode as some ICS forms will require a manager's signature.

Discharge from care

From the child's Personal Details Screen, Click on People and Select New Episode. Select Discharge from care from drop-down list. This brings up the discharge from care questionnaire; compete and keep clicking next to reach the task screen. Select both tasks;

a) **LAC admin – notification – select relevant LAC admin, complete request note and click on ok.**
b) **Resource team – close placement – select Resource team, complete request note and click on ok.**

Click next to reach Outcomes screen. Select:

a) **child/young persons plan – if child has been accommodated for over 6 months**
b) **review child/young persons plan – if child has been accommodated for less than 6 months.**

Click on Save and Close.