

Job Description

For Social Care Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Contact and Consultation Officer	JEID	L0468
Salary Grade:	Scale H		
Team:	Triage Hub		
Service Area:	Integrated front Door.		
Primary Location:	Saltisford Office Park		
Political Restriction	This position is not politically restricted		
Responsible to:	Team Leader Triage Hub.		
Responsible for:	Own practice – with guidance from the Team Leader		

Role Purpose

The Integrated Front Door deals with referrals from professionals and members of the public who have concerns about a child's welfare and safety. The Integrated Front Door brings together a number of professionals both physically and virtually from different agencies to ensure that children and families get the right service at the right time; through consultation, consideration and where necessary and proportionate the sharing of information.

The Children and Families Advisory Officer will work within the Triage Hub which is the first point of contact within the Front Door to Early Help and Children's Social Care. They will work as part of a multi-agency integrated front door assessing incoming information in relation to children aged 0 to 18. They will respond to contact from both professionals and members of the public. The Children and Families Advisory Officer will work in a supportive and restorative way to achieve the best possible outcome for children and families and will work as part of an Integrated Front Door. The Children and Families Advisory Officer will be responsible for talking to families and professionals about their concerns giving advice and signposting as appropriate. This will include signposting to the Multi-Agency Safeguarding Hub and the Early Help and Support Hub within the Front Door.

Role Responsibilities

1. To ensure that incoming referrals via telephone and through the portal into Warwickshire's Integrated Front Door are appropriately reviewed, ensure that children already open to a social worker are signposted to the appropriate team. Where children are in need of support/safeguarding an appropriate threshold is applied in accordance with the Triage Tool.
2. To respond to enquiries from members of the public and partner agencies promptly and proactively, assessing and recommending the appropriate service/response based on the presenting need of the child/family.
3. To provide professionals/ members of the public with appropriate advice and where necessary referring to the Early Help and Safeguarding Hub or the Multi-Agency Safeguarding Hub.
4. To assess telephone calls and written contacts into the service against Warwickshire's Spectrum of Need for Children and Families using the Triage Tool.
5. To take ownership and respond to phone/ email enquiries and ensure that feedback to partner agencies, parent's, carers, and children is provided within agreed timescales.
6. Advisors will always work in an anti-oppressive manner and practice in line with the legislative framework, practice Standards and inter-agency policy and procedures.
7. To undertake detailed system / database searches to obtain information and process checks in partnership with the police, probation service, education, CAFCASS, Warwickshire County Council Legal Services and other organisations.
8. To ensure information is inputted onto the client database ensuring accurate case records / contact and referrals are maintained.
9. Ensure that the principles of GDPR and agreed information sharing protocols within the Front Door are adhered to.
10. Contribute to the organisation's responsibility to safeguard and promote the welfare of children and young people.
11. Ensure all activity is child focused.
12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances.

Such reviews and any consequential changes will be carried out in consultation with the post holder.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Child and Family Advisory Officer.
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Main Tasks

- Supports the principle of right service, right time for children and families through the accurate application of the spectrum of need using the Triage Tool.
- Provides the first point of contact to all members of the public/professionals who have a concern about the welfare/development of a child.
- Provides a wide range of advice/information to members of the public/professionals to facilitate children and families receiving appropriate support/safeguarding.
- Recognises when referrals are urgent and require an immediate intervention from a qualified practitioner and accesses this without delay.
- Practices accountability, within the prevailing legislative framework and Council policies and procedures, under the supervision of the line manager.
- May undertake some professional worker tasks, with appropriate supervision and support, in preparation for future professional training if appropriate.
- Assesses requests for service and makes clear and evidenced based recommendations for further intervention including signposting and referring into the Early Help and Support Hub/Multi- Agency Safeguarding Hub.
- Works collaboratively with individuals, families, carers, communities, colleagues and other agencies to ensure that children receive an appropriate service response.
- Ensures that all recording of social care activity is carried out in accordance with policy and procedures.
- Attends appropriate continuous professional development activities as are required and suitable, in agreement with the line manager.
- Can be available to work within any of the Council's localities.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Evidence of good literacy and numeracy skills	A, I, T
To be able to independently interpret and analyse information and facts to solve varied problems	A, I, T
The ability to demonstrate excellent communication skills and to be able to advise and guide families and professionals to enable them to access appropriate help and support.	A, I, T
To demonstrate excellent assessment skills to be able to sign post appropriately, safely, and accurately.	A, I, T
To be able to use own initiative and to work autonomously.	A, I, T
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	A, I
The ability and experience to cope with significant emotional demands, caused by contact with often distressed/angry children and families.	A, I
Ability to work well with colleagues, including managers, as a member of a team	A, I
Good systems and computer skills to include: to be able to operate a keyboard, our client database systems and employ basic computer knowledge and skills	A, I
Ability to communicate fluently, in writing and verbally, with a wide range of people	A, I
Satisfactory check through the Disclosure and Barring Service (Enhanced level)	D

Desirable Criteria

Assessed By:

Previous relevant experience	A, I
Experience of working in multi-agency teams	A, I
Experience of working in children's services	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties

<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	