

Job Description

For Non-Streamlined 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:	Family Information Service Brokerage Officer	JEID	R0296
Salary Grade:	Grade H		
Team:	Family Information Service (FIS)		
Service Area:	Customer Service		
Primary Location:	Saltisford Office Park, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Brokerage Manager		
Responsible for:			

Role Purpose

Working in support of the Children and Families Integrated Front Door.

To support in the delivery of a brokerage service for parents in Warwickshire who are facing barriers to accessing services to meet the needs of their family.

To support the Brokerage Manager and Family Information Service Manager to deliver the FIS service to meet the legislative requirements of Section 12 of the Childcare Act 2006 and part 3 of the Children and Families Act 2014.

To be a point of reference for professionals within and outside WCC for information and advice on issues affecting families.

Role Responsibilities

To deliver a confidential and impartial brokerage and complex advice service, ensuring vulnerable parents are supported to access appropriate services by delivering 1:1 early intervention in a location suitable to the needs of the family, usually the family home.

To work with professional partners including the Children and Families Integrated Front Door to identify vulnerable families, remove barriers and enable them to access support to meet their needs to achieve greater stability and independence.

To ensure groups and communities who may find it difficult such as families with a disabled child, parents/carers with a disability and families for whom English is an additional language has access to the brokerage service.

To support the FIS team to deliver Early Help connecting people to local solutions and guided self help, and enabling universal access to direct advice and guidance.

To promote the FIS service across Warwickshire to a variety of audiences including families and professionals by attending events and presenting formally or informally on the FIS service.

To maintain and develop relationships with appropriate professionals within and outside WCC to support the work of the FIS service.

To support the FIS team with helpline and outreach duties as appropriate and required.

To ensure that all health and safety, equal opportunities and confidentiality responsibilities are carried out in accordance with county councils policies and procedures.

Contribute to the organisation's responsibility to safeguard and promote the welfare of children and young people

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:

Educated to Degree standard or equivalent	A, D
Satisfactory completion of an enhanced check through the DBS (this will be taken up if offered the post).	D
Excellent inter-personal skills	A, I
Ability to empathise and work with families experiencing difficult circumstances, understanding their needs and the range of services available to them at a local and national level	A, I
Excellent organisational skills. Able to work with a high degree of autonomy, prioritise workload and deliver to deadlines	A, I
Flexibility and adaptability. Ability to handle sudden unexpected situations in a calm manner and work flexibly to find solutions	A, I
Excellent presentation skills. Able to present information clearly and effectively to a range of audiences at a variety of levels	A, I, P
2 years experience of working with the public/customer service including an understanding of and commitment to customer care	A, I
Experience of working across organisations and departments. Ability to work in partnership with other agencies and colleagues at all levels of the organisation	A, I
Good IT skills: Proficient with Microsoft Word, Excel, Powerpoint, Email and Internet searching. Experience of information storage, retrieval and interrogation	A, I

using computer database systems	
Ability to maintain confidentiality and comply with data protection and equal opportunities procedures	A, I
Displays commitment to the protection and safeguarding of children and young people	A, I
Mobility essential. Must be able to travel effectively around the county to attend appointments and events.	A, D

Desirable Criteria

Assessed By:

NVQ4 in Advice and Guidance or Customer Service	A, D
Evidence of continuing professional development	A, I
Knowledge of recent development in Early Years and Childcare	A, I
Experience and knowledge of family and parenting support such as parenting programmes and early help framework	A, I
Knowledge of the Warwickshire geographical area	A, I
Experience using databases - eg Microsoft Access or similar	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 of 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 type="checkbox"/> Restricted postural change – prolonged sitting

<input checked="" 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 type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<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 checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	