

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:	National Referral Mechanism (NRM) Coordinator	JEID	L0085
Salary Grade:	Grade L		
Team:	Adolescent Team (Child Exploitation)		
Service Area:	Children & Families		
Primary Location:	Countywide		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader Contextual Safeguarding		
Responsible for:			

This role will lead the coordination of the devolved Home Office decision making process for the National Referral Mechanism (NRM) for children in Warwickshire who are at risk of Human Trafficking and other forms of exploitation.

The primary focus of the role will be to coordinate the NRM multi-agency decision making Panel, facilitating the organisation and effective operation of meetings, as well as becoming knowledgeable about the National Referral Mechanism (NRM) framework, which is responsible for identifying and referring potential victims of modern slavery and ensuring they receive the appropriate support. The postholder will be the point of contact with the Home Office to receive referrals and will collect and share information required for the Panel to make informed decisions on NRM referrals, additionally coordinating follow up of actions should further information be required.

The role will require the post holder to closely liaise with and support practitioners assessing and supporting victims of modern slavery, providing specialist guidance and advice, and to raise service standards regarding modern slavery and use of NRM through the provision of training and awareness.

The postholder will have regard for children, young people and their families within the NRM process, ensuring that children's experiences and voices are presented and understood

Role Purpose

Role Responsibilities

1. To co-ordinate Children & Families engagement and response to NRM Devolved Decision Making, acting as single point of contact to receive all NRM referrals from the Home Office.
2. Provide high quality co-ordination, support, training, and development of NRM to all areas of Children & Families, assuring its link with wider strategies around modern slavery.
3. Organise NRM Panel meetings, set the agenda, and attend to represent Children & Families at the Panel, including any other associated meetings as required by the Home Office or Steering Group.
4. Work in partnership with all statutory and voluntary agencies to secure effective operation of the NRM devolved decision making process, coordinating tasks and activities required.
5. Provide a point of contact, support, and advice across the county for members of Children & Families for NRM. Provide specialist knowledge to facilitate a signposting service and advice on modern slavery/trafficking related issues.
6. Present cases at the NRM Panel, researching and providing the Panel with accurate and up to date information on all referrals to enable effective decision-making. including liaising with allocated workers before and after meetings so they are up to date with assessment, decisions of the Panel, and delegating any required actions to assure safeguarding of children and young people exposed to modern slavery/trafficking.
7. Maintain necessary documentation to ensure the effective operation of the NRM Panel and compliance with Home Office requirements, including referral forms, template research forms, taking minutes of the meetings, and conducting reporting to the Home Office in compliance with the requirements.
8. Maintain a tracking system of NRM Panel cases and ensure warning markers/flags are added and removed upon respective case management systems (Mosaic) within procedural requirements.
9. Ensure the voice and lived experience of the child is represented at NRM Panel meetings.

10. Contribute to the process called Operation Innerste, sharing information and providing advice as necessary to maximise effective identification of trafficking and use of NRM.
11. Design and deliver training and presentations to ensure members of staff within Children & Families understand NRM, the Panel process, and associated legislation and guidance, with a view to raising standards and increasing the number of referrals to NRM by practitioners.
12. Assist with the production of accurate and timely performance information for the Home Office and Steering Board and the upkeep of relevant databases, conducting data analysis to fulfil reporting requirements and aid robust monitoring, evaluation, and forward planning.
13. Administer the NRM Panel process in accordance with Home Office guidelines and standards and the Panel terms of reference.
14. To work in partnership with other agencies and Independent Child Trafficking Guardians to safeguard and promote the welfare of children and young people at risk, escalating concerns to ensure that any cases identified or any other information deemed necessary is shared immediately with line manager and relevant agencies.
15. Represent team/section at meetings and on working groups.
16. Comply with data protection legislation, confidentiality and information sharing policies and procedures and all legislation connected to your work.
17. Attendance at monthly supervision and annual appraisal meetings.
18. Contribute to the management and development of the service.

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:	National Referral Mechanism (NRM) Coordinator
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Main Tasks

- To provide an outcome focused Children's Service.
- To work within legislative frameworks and the local authorities' policies and procedures regarding Modern Slavery and NRM.
- To take responsibility for planning and actively participating in supervision in order to ensure that Practice is underpinned by line manager accountability recognising the need for increase supervisions to manage highly complex cases.
- Manage a varied caseload to support vulnerable children with complex and/or challenging needs identified as exposed to trafficking via NRM.

- To undertake a complex assessment of risk and support plans put in place to meet identified outcomes, working in partnership with children, their families, agencies, and other networks.
- Identify, source, and review the support and services provided to ensure this continues to meet eligible needs and identified outcomes.
- To maintain and facilitate professional working relationships with partner agencies and others for the delivery of services.
- Ensure that all recording of activity is carried out in accordance with policy and procedures with due regard to data protection.
- To take responsibility for own professional development.
- Identify learning and development needs through supervision and appraisal, including expectations of the WCC Social Work Career Pathway.
- Take a lead role in the professional development of colleagues e.g. mentoring, coaching or “practice assessing”.
- To provide advice, support, research, and feedback to practitioners in Children & Families at various levels regarding Trafficking and NRM. To provide similar advice and information to other agencies outside the business unit as appropriate.
- As agreed, provide supervision and support to small groups of staff as required. Offer coaching, mentoring and practice learning opportunities for students with a view to modelling best practice and ensuring good outcomes.
- To increase the number of referrals made by practitioners to NRM.
- Undertake agreed pieces of work to improve practice through learning and development.
- To be able to respond flexibly to service need including working in another locality within the local authority.

Enhanced tasks

- To undertake complex case work, which require original thinking and risk assessments in order to support safeguarding plans and develop solutions for NRM cases.

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:

Professional SW qualification and current registration as a social worker with Health & Care Professionals Council, or other professional qualification deemed appropriate by the Council.	A, D
Significant experience as a practicing Social Worker, Probation Officer, Youth Justice, Police, or other related role.	A, D
Experience and understanding of safeguarding vulnerable children from harm	A, D

<p>The ability to research, analyse, interpret, and summarise varied and complex information and data, presenting in a clear and concise manner.</p> <p>Proven ability to write concise reports and briefing documents.</p>	<p>A, T, P</p> <p>A, D</p>
<p>Ability to communicate effectively both internally and externally, engaging with a range of people and styles to ensure a shared understanding in order to meet desired outcomes.</p>	<p>A, T, P, I</p>
<p>The ability to undertake assessment of a range of needs and situations, including those of a more complex nature in developing appropriate plans in partnership with other people.</p>	<p>A, T, P, I</p>
<p>The ability to represent the local authority in a range of settings.</p> <p>Understands and keeps abreast of the complex climate in which we operate.</p>	<p>A, T, P, I</p>
<p>The ability to act autonomously within agreed levels of accountability, consulting with line managers when responding to significant circumstances or situations e.g. policy, budgetary and resource implications.</p>	<p>A, T, P, I</p>
<p>The ability to work under significant pressure to meet deadlines on a frequent basis which may be unpredictable whilst managing competing demands</p>	<p>A, T, P, I</p>
<p>The ability and resilience to manage (and to support others to manage) the intense emotional demands that arise from working with vulnerable individuals and groups.</p>	<p>A, T, P, I</p>
<p>Demonstrate ability and proven experience to initiate, build and maintain mutually beneficial internal and external relationships across a diverse range of senior stakeholders from the public, private and not-for-profit sectors, with proven experience of successful working in partnership</p> <p>Non-disabled applicants must be able to drive, have a full, valid driving licence and have a vehicle available for work. Disabled applicants must be able to travel in order to perform the functions of their role (with assistance where necessary).</p> <p>To be computer literate and competent in the operation a range of information technology systems in order to meet service need in relation to the role, notably Microsoft Office.</p>	<p>A, T, P, I</p> <p>A, D</p> <p>A, T, P,</p>
<p>Ability to communicate fluently, in writing and verbally, with a wide and varied range of people in a manner that inspires confidence in the social work profession.</p> <p>Evidence of ongoing commitment to continuous professional development of self and others as per HCPC requirements and TCSW Professional Capabilities framework. Specific commitment to meeting the requirements of Warwickshire's social Work Career Pathway.</p>	<p>A, T, P, I</p>

Desirable Criteria

Assessed By:

Experience of administering and attending multi-agency meetings	A, T, P, I
Specialist knowledge and/or experience regarding modern slavery, including trafficking and exploitation	A, T, P, I
Experience and proven ability of developing and delivering training and awareness raising to a broad range of practitioners and organisations.	A, T, P, I
Experience of developing procedures and practice systems and evaluating projects	A, T, P, 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 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 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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	