

## JOB DESCRIPTION

<b>Job Title:</b>	Initial Screening and Contact Officer
<b>Directorate &amp; Selection/ Unit:</b>	Children, Families and Communities: Family Front Door
<b>Reporting &amp; Section/ Unit:</b>	Team Manager
<b>Responsible for:</b>	N/A

<b>Salary Grade:</b>	Scale 5 – 35 Hours per week
<b>Management Level:</b>	Not applicable
<b>Span of Control (Direct Reports)</b>	

### Purpose of job:

To work as part of the team in maintaining the central point of contact for members of the public and professionals referring to Children's Social Care. Assist referrers in enquiries around wider services for children and their families via, signposting. Support the team in screening and inputting information onto social care electronic systems and in multi-agency forums within the MASH (Multi Agency Safeguarding Hub).

### Main Activities & Responsibilities:

The post holder will be required to;

- Liaise with members of the public and partner agencies in a professional manner over the phone, in meetings and in writing.
- Provide advice and / or sign posting to members of the public and professionals of support services available in the Worcestershire area when a social care response is not required.
- Be able to communicate effectively and have good listening skills.
- Be able gather and record information accurately, concisely and in a timely manner.
- Have a good telephone manner and be an excellent communicator with good literacy and accurate keyboard skills.
- Have good IT skills and use various computer systems to cross reference information in ensuring data is accurate and up to date.
- Share information with other agencies e.g. requests for information when directed by a Team Manager or above.
- Have a wide range of experience in administrative tasks which includes: managing e-mail inboxes and computer drives, uploading of documents to children's record, data entry, dealing with phone calls and message taking.
- A flexible approach to work is important in meeting service needs and demand, the ability to work independently and as part of a team.
- Knowledge and experience of adhering to procedures and legislation relating to children and young people including confidential information in line with GDPR.
- Provide support at multi-agency meetings e.g. triage meetings, which considers highly sensitive information.
- Interrogating information systems, updating the computer system used by social care ensuring accuracy, following up agreed actions and providing feedback to referrers.
- To undertake other such duties, as may be reasonably required and which are consistent with the

general level of responsibility of this job.

**Generic Accountabilities:**

- To be an excellent communicator with good literacy and accurate keyboard skills. They should be able to take on a variety of tasks enthusiastically, and as a committed team member.
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy.
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post meets regulated activity (as defined by the Safeguarding Vulnerable Groups 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced criminal records check (via the disclosing barring service, DBS) and the relevant children barred list checks.

**Contacts:**

In all contacts the post holder will be required to present a good image of Worcestershire Children First and the County Council as well as maintaining constructive relationship with partner agencies.

Internal: Elected Members, Directors, Chief Executive, Director and Assistant Directors, Group Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school-based staff

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, CCG, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

**Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.



## PERSON SPECIFICATION

**Job Title:** Initial Screening and Contact Officer

**Directorate & Section/Unit:** Children, Families and Communities: Family Front Door

**Salary Grade:** Scale 5 - 35 Hours per week

### EXPERIENCE:

It is **essential** that the post holder must:

- Have excellent and proven customer service experience that evidences the ability to recognise individual needs.
- Be competent and accurate in a range of IT packages and databases (e.g., Framework-i, Microsoft Applications Word, Excel)
- Have considerable experience of providing quality assured advice and guidance to members of the public and professionals on a range of sensitive and complex matters with tact and diplomacy.
- Have considerable experience of assessing and analysing initial information and identifying levels of risk/need.
- Have experience of working within a multi-disciplinary team
- Have relevant experience of working in a children and families setting
- Have experience of handling highly confidential and sensitive information.

It is **desirable** that the post holder must:

- Experience of working within Children's Social Care or similar environment.

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- A knowledge of Worcestershire based services for children and families including Safeguarding and Early Help services as well as relevant regional and national support available to children and their families.
- The ability to promote integrated partnership working and information sharing with key partner agencies.
- The demonstrable ability to resolve positively any conflicts and/ or disagreements which may arise with referrers in a professional, courteous and impartial manner, in order to provide high quality customer service on sensitive and complex issues.
- To behave and act with integrity working as a team player to ensure the best possible outcome for each child.
- Knowledge of the relevant legislation including Data Protection and Information Sharing protocols, and other legislation and protocols relating to the service (e.g. Children's Acts 1989 and 2004, Working Together 2013/15).
- Excellent communication skills, both oral and written with the ability to negotiate with a range of staff and representatives from partner organisations and agencies.
- Ability to remain calm and professional when dealing with challenging and demanding callers who may be experiencing traumatic circumstances.

- Proficient and highly accurate IT skills when processing and recording details on case management systems.
- The ability to recognise, acknowledge and respond to confidential and sensitive information appropriately.
- Ability to manage and prioritise your own workload whilst continuing to be a team player, supporting colleagues within the team to provide a timely and responsive service.
- The ability to work in a fast-paced pressured working environment which continues to present new challenges and demands.

#### **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- relevant qualification at NVQ Level 3 or equivalent.
- Relevant training and knowledge in Safeguarding and Protection of Children.

#### **ADDITIONAL INFORMATION**

It is **essential** that the post holder:

- Has experience of managing highly sensitive and confidential information and able to manage this appropriately and record it accurately.
- Has excellent communication skills both verbally and in writing with the ability to identify and gain key information to ascertain safeguarding concerns for children.

**Author: Emma Brittain**

**Date: Updated 28/05/19**

Process