

Job Title: Advice and Information Officer	Role Profile Number: A01224
Grade: M Salary:	Date Prepared: October 2014
Directorate/Group: Children & Families – Family Contact Point	Reporting to:
Structure Chart attached:	

Job Purpose

This post is part of a small integrated team that is responsible for all types of contacts made to Children & Families and provides the continuum of support from early help through to statutory social care.

Working in close collaboration with the Social Workers and Assistant Team Manager, the aim is to provide a high quality, professional and proactive service to improve outcomes for children, young people and families, within the service's core business hours.

As part of the Family Contact Point Team, the Advice and Information Officer acts as first point of contact for all callers; to gather information both directly on the phone and via information systems to enable the right decision to be made by the Social Workers and Assistant Team Manager in relation to the support required. To give advice, support and assistance to children, families and professionals will require the post holder to maintain a wide range of knowledge and information of services and other agencies so that people can be signposted to available relevant resources elsewhere when appropriate.

Much of this information is sensitive and confidential and requires a skilled response under the relevant legislation and procedures. A contact may also come directly from a vulnerable child, or distressed and challenging member of the public. Gaining accurate information requires good communication skills and sensitivity to obtain relevant information.

The role also requires administration and co-ordination of the Early Help processes in line with Protocols.

Key Accountabilities

- To deal with all contacts via telephone; e-mail; fax; letter and in person.
- To receive and process contacts, RF1 (referrals), by phone or in a written format and to alert a social worker/manager to any immediate child protection concerns/disclosures.
- Through initial contact with families, to gather information in a way that adds to the quality of the decision making process in a timely way.

- To undertake detailed research on the computer system, including ICS/Capita. Review Early Help Records to conduct checks on children and their families and identify any current professionals involved.
- Using the Signs of Safety framework as the overall approach to working with children and families, to gather information or offer advice and guidance in order to resolve issues.
- Ensure that all relevant contacts to Children & Families are accurately recorded on Capita One and/or ICS system and sufficient information, analysis and actions taken are included
- To update all contact details, addresses, dob, ethnicity, religion, disability and social networks at point of contact.
- Duplicate the information to siblings.
- To complete administrative procedure's as required by social workers/managers
- Follow guidelines and procedures to ensure that the right steps are taken by the right people to ensure that the safety of children is paramount.
- To add to the IRR(Information Referral Record) and close as directed by the manager. Duplicate to siblings
- Add information to the IRR and open an assessment, allocate to the ACP duty manager and duplicate to siblings. Once the decision has been made by the manager, a letter is to be sent, within 24 hours of receipt of information, to referrer, advising of the outcome
- All IRR's and assessments to be added to the system within 24 hours from the date of receipt of information.
- To communicate with and gather information with agencies such as police, schools, domestic abuse agencies and health professionals.
- To gather information/complete a chronology prior to the DACC (Domestic Abuse Conference Call) and input the data following the conference call as requested by the ATM
- To input, retrieve and present data from children's information systems.
- To organise multi agency child protection strategy discussions
- To provide back-up duties for the ACP Team during annual leave and sickness as directed by the manager.
- Create documents, reports and correspondence from information provided.
- To provide advice and guidance to internal and external professionals on the Early Help Record and Team Around the Child process.
- Receive Early Help Records, Plans and Reviews from practitioners, schools and other external agencies and ensure that this is entered accurately onto Capita One following agreed processes and set up an electronic word file in FCP folder.
- Liaise with colleagues in Data and Performance to ensure the Early Help Record and plan data set is accurate and up to date
- As requested by practitioners and partners support the arranging of Teams Around the Child and Family; checking practitioner availability, sourcing venues, sending invites and supporting paperwork
- To identify any further actions that need to be undertaken and ensure that these are completed.
- To process completed and appropriate requests from Budget Holding Lead Professionals agreed by management following the protocol and written processes
- To save all documentation to child's file and record purchase on BHLSP spread sheet
- To support the Lead Professional to purchase agreed items .
- To be the named card holder for the BHLSP corporate card, reconcile monthly statements and keep a

spread sheet of purchases and provide regular reports on spend as requested including financial monitoring.

- To liaise with the invoice services and follow the invoice processing systems
- To deal with post as appropriate including scanning into electronic file
- To maintain close working relationships with colleagues, partners and other organisations to maximise the opportunity for sharing information to assist in decision making. Key contacts will include schools; adult services; police; housing; hospitals and colleagues.
- To be actively involved in reviewing, planning and developing the Family Contact Point service and associated systems.
- To actively participate in the supervision and appraisal process.
- To undertake duties during flexible working hours that meet the needs of children and families within the post holder's contractual hours.

Supplementary Accountabilities

- Identify needs/resources in the community and with other professional agencies and enable/ facilitate families to access these.
- Ensure through the work that the principles of creating resilience and building capacity are reflected in the way in which the post holder engages with children and families.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- A genuine desire to work closely with and support families in crisis/difficulties
- GCSE or equivalent level in numeracy and literacy skills
- Previous experience in a customer focussed environment
- Computer literate and working knowledge of relevant IT software packages including Microsoft Office.
- Excellent verbal and written skills
- Evidence of team working

Decision Making

- Prioritise work and meet deadlines
- Ability to respond swiftly in appropriate situations
- Effectively use supervision and peer support to reflect and learn

Creativity and Innovation

- Work flexibly and creatively and support the wider team in the delivery of support and the making of decisions.
- To reflect on and improve performance by investing time in personal development to improve practice.

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Build and maintain relationships with other professionals e.g. teachers, health professionals, police officers, housing officers, voluntary sector organisations and colleagues

- Working sensitively with other agencies to ensure that the necessary information is gathered to enable the right decisions to be made.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (*working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury*)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	