

Job Title: Advice and Information Officer	Role Profile Number: A01224
Grade: M Salary:	Date Prepared: March 2021
Directorate/Group: Children & Families – Family Contact Point	Reporting to:
Structure Chart attached:	No

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 Multi Agency Safeguarding Team (MASH), 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 Advice and Information Officer will attend Section 47 strategy discussions and take minutes of the meeting, these will be approved by an Assistant Team Manager and shared with partner agencies, as appropriate.

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 Care Director and Capita. Review Early Help Records to conduct checks on children and their families and identify any current professionals involved.
- Ensure that all relevant contacts to Children & Families are accurately recorded on Care Director
- 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
- To gather information/complete a chronology for all MASH Contacts and prior to a strategy discussion
- Work with the social worker to arrange and co-ordinate strategy discussions
- Attend strategy discussions, minute take the meeting, and record on the child's electronic file accurately
- To input, retrieve and present data from children's information systems.
- Create documents, reports and correspondence from information provided.
- 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 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.

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
- Minute Taking skills.

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 of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

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:	