Job Description

Job Title	Referral and Advice Officer
Directorate	Children and Young Peoples Service
Service Area	Childrens Social Care
Grade	4
Competency Level	1
Salary	£28,153 - £32,046
Job Type	Administrative
Location	Office Based
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A8917

Job Purpose

To receive all new requests for services for children and families. Use relevant telephony systems and email systems and provide a responsive service.

To work with Childrens Advice and Support Service (CASS) managers/social workers to identify levels of need and record high quality information in relation to the referred customer.

To provide high quality information and advice to the person requesting a service at all levels of need within Right Help Right Time guidance.

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Directly Responsible For:

Not Applicable

Directly Responsible To:

Referral and Advice Coordinator

Main Areas of Responsibility:

- Immediate safeguarding concerns are recognised without delay and promptly progressed by CASS
- Children have access to Early Help services in a timely manner across the range of partners within the Front Door
- To receive telephone referrals and identify levels of all of need using local guidance whilst supported by the CASS Social Work/Family Support Teams
- To provide information/advice to professionals and members of the public both over the phone, and in writing where appropriate
- To gather and record demographic and information in relation to referral requests making full use of Children's Social Care's record management system and other databases
- To maintain up-to-date records, ensuring accuracy in respect of the record management system
- To liaise with referring professionals, parents/carers and CASS partner organisations as required
- To use effective communication skills to enable callers to explain their needs and offer appropriate solutions
- To signpost callers/referrers to other Early Help services/organisations who can offer appropriate support
- To contact families to offer Early Help Support as required

- To take a child centred approach when supporting professional/families who contact CASS

Supervision and Management Responsibility:

- Will be supervised by the Referral and Advice Coordinator
- Regularly supervised with work checked by supervisor
- Left to work within established guidelines subject to scrutiny by supervisor
- Plan own work to ensure the meeting of defined objectives

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role may require sitting for long periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

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- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Willingness to undertake relevant training to comply with the requirements of the post (A/I)

Experience

Essential

- Experience of working in a role where children's social care, family support or early help is a key element (A/I)
- Experience of handling information and accurate data input (A/I)
- Experience of communicating with professionals and members of the public by telephone and in writing (A/I)

Skills/Abilities

Essential

- Demonstrates accurate and speedy computer data inputting skills (T)
- Ability to work a part of a team showing flexibility in duties undertaken (A/I)
- Take responsibility for organising and managing own workload and meeting performance targets in a fast-paced environment (A/I)

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- Demonstrates excellent verbal, written and customer service skills and can read and comprehend written materials/instructions easily (A/I/T)
- Knowledge or an understanding of relevant Safeguarding and Early Help frameworks/procedures and how these protect and support families (A/I)
- An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016 (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Willingness to undertake on-going continuous professional development (CPD), participate in supervision and team meetings

Other

Essential

- This post is subject to Disclosure and Barring (DBS) at the appropriate level

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