

## Job Description

**Department:** Children's Services

**Division/Section:** Children's Social Care

**Job Title:** Information and Advice Officer

**Post No:**

**Grade:**

**Reports to:** Advanced Practitioner/Team Manager

**Organisation  
Chart:**

**Show immediate  
manager and any  
jobs reporting to  
this post.**

**Does the post  
involve working  
in regulated or  
controlled  
activity with  
children or  
vulnerable  
adults?**

**CRB Check  
applicable?**

**Regulated** ☒ **Controlled** ☐ **Neither** ☐

**Standard** ☐ **Enhanced** ☒ **None** ☐

**Is post exempt under the Rehabilitation of Offenders Act  
1974 in respect of declaration of spent convictions?**

**Yes** ☒ **No** ☐

**Line Management  
responsibility for:**

**No. of direct reports:** None

**No. of indirect reports:** None

**Size of budget:** Nil.

**Job Purpose:**

This position is located within People and Communities and the post holder will be expected to work in partnership with a wide range of professionals from other agencies including the police, health, education and voluntary organisations to gather information and analyse and assess the level of risk of significant harm to children or vulnerable adults.

The post holder will manage a caseload of initial contacts, processing them efficiently and safely to the relevant service or more appropriate resource to meet the identified needs.

The job will involve contributing to risk decision-making and the exercise of a level

of judgment and personal responsibility for the safety of children/vulnerable adults, appropriately supervised.

The post holder will be aware of and act within the legal framework for children/vulnerable adults and will adhere to the policy and procedures of the Council, and will ensure that case recording and monitoring are maintained at a high level.

### **Main Duties and Responsibilities:**

Work closely with the Advanced Practitioner/manager to deal effectively with all enquiries from a variety of sources (including members of the public, service users, internal departments and professionals from other agencies) to provide specialist advice and guidance on safeguarding matters and the appropriate signposting of incoming work to relevant professionals as required, acting as a filter to ensure inappropriate contacts and queries do not progress to the social work teams.

Use knowledge, skills, experience and initiative to demonstrate a clear understanding of safeguarding in accordance with the Local Safeguarding Children's Board threshold document and xxxx in Adults.

To obtain comprehensive information from referrers, pursuing lines of enquiry at the earliest point of contact, making an initial view of risk and advising referrers appropriately as to the best course of action to enable children and young people/vulnerable adults to remain safe.

Effectively and comprehensively gather record and analyse sensitive and confidential data on the relevant database, collating key information relating to children's safeguarding and protection, maintaining accurate and up to date records in accordance with the Data Protection Act, and to enable the production of statistical and management reports as required.

Take ownership of enquiries and provide feedback to referrers on progress of referrals, and to confirm the outcome of referrals, including where no further action has been taken to partner agencies, other organisations and members of the public as appropriate and within practice standards timescales.

Liaise closely with partner agency representatives in response to contacts and queries to contribute to a seamless and transparent multi agency, customer focused response for children, young people and their families or vulnerable adults at the earliest point of contact.

Undertake training and development activities as required and as and when agreed by the Team Manager.

To participate fully in regular supervision and contribute to Personal Development Review.

### **Generic Responsibilities:**

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The Council is committed to safeguarding and promoting the welfare of children

and vulnerable adults and expects all staff and volunteers to share this commitment.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Council's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Council to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:**

**COMPLETED BY:**

## Person Specification

**JOB TITLE:** Information and Advice Officer  
**POST NO:**  
**GRADE:** TBC  
**DEPARTMENT:** Children's Services  
**HOURS:** 37 hours  
**DIVISION:** Children's Social Care  
**DIRECTOR:** Wendi Ogle Welbourn  
**DATE:** Feb 2017  
**COMPLETED BY:** Nicola Curley

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of good customer care.</li> <li>• Knowledge and understanding of current social care legislation and guidance relating to the work of the team.</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively both in writing and verbally, with service users and colleagues.</li> <li>• Ability to work as part of a team.</li> <li>• Ability to use a range of IT systems and input onto case records as needed</li> <li>• Ability to manipulate basic data and Excel, producing reports as needed</li> <li>• Ability to identify issues that require complex social work intervention and refer on to senior team members.</li> <li>• Ability to identify potential Safeguarding concerns.</li> <li>• Ability to manage potentially sensitive situations with service users around the collection of personal information and maintain high levels of confidentiality.</li> <li>• Ability to work at pace when required, maintaining high levels of accuracy in written work</li> </ul>	

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working within a Health and/ or Social care background.</li> <li>• Experience of working with the public, face to face and by telephone</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to A level standard or the equivalent</li> <li>• GCSEs in English and Maths</li> </ul>	Qualifications in health or social care International IT or equivalent
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Demonstrates resilience in dealing with difficult and sensitive information</li> <li>• Demonstrates capacity to cope with high pressure situations</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of and acceptance and commitment to the principles of human rights and equality and how they underpin practice.</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care.</li> </ul>	