

Job Description

Department:	People and Communities
Division/Section:	Children's Services
Job Title:	Information and Advice Officer
Post No:	014973
Grade:	Grade 7
Reports to:	Exploitation and Missing Manager
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 200px; text-align: center;">Exploitation and Missing Manager</div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 200px; text-align: center;">Children's Information and Advice Officer</div>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget: (Per annum)	No budget responsibility
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 contacts, referral and escalations, 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.
--	--

Main Duties and Responsibilities:

Key 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 that appropriate contacts and queries 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.

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:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>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.</p>
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 Organisation'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 Authority 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.

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

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.



Person Specification

Job title:	Information Advice Officer	Directorate:	People and Communities
Grade:	Grade 7	Service / Team:	Children Services/TYSS
Date:	05.03.24	Completed by:	Head of Service

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Knowledge and understanding of good customer care.</p> <p>Knowledge and understanding of current social care legislation and guidance relating to the work of the team.</p>	
SKILLS & ABILITIES	<p>Ability to communicate effectively both in writing and verbally, with service users and colleagues.</p> <p>Ability to work as part of a team.</p> <p>Ability to use a range of IT systems and input onto case records as needed.</p> <p>Ability to manipulate basic data and Excel, producing reports as needed.</p> <p>Ability to identify issues that require complex social work intervention and refer on to senior team members.</p> <p>Ability to identify potential Safeguarding concerns.</p> <p>Ability to manage potentially sensitive situations with service users around the collection of personal information and maintain high levels of confidentiality.</p> <p>Ability to work at pace when required, maintaining high levels of accuracy in written work</p>	

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

EXPERIENCE	<p>Experience of working within a Health and/ or Social care background.</p> <p>Experience of working with the public, face to face and by telephone.</p>	
QUALIFICATIONS	<p>Educated to A level standard or the equivalent.</p> <p>GCSEs in English and Maths.</p>	Qualifications in health or social care International IT or equivalent
PERSONAL CIRCUMSTANCES	<p>Ability to travel.</p> <p>Demonstrates resilience in dealing with difficult and sensitive information.</p> <p>Demonstrates capacity to cope with high pressure situations.</p>	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*