

Job Description

Job Title Children's Information and Advice Officer

Job number

Grade SO1

Overall purpose of the job

This position is located within the Integrated Front Door 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 support the analysis and assessment of risk of significant harm to children.

The post holder will undertake MASH enquiries, processing them efficiently and safely under the guidance and support of the Senior Practitioner/ MASH Team Manager.

The post holder will be aware of and act within the legal framework for children and will adhere to the policy and procedures of both Cambridgeshire and Peterborough Councils.

Main accountabilities

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1.	<p>Service delivery</p> <p>To gather comprehensive information as part of the MASH enquiry to effectively identify risk, protective factors and address any safeguarding concerns in liaison with the Senior Practitioner/ MASH Team Manager.</p> <p>To provide feedback to referrers on the outcome of the contact, 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.</p> <p>Ensure relevant information is shared appropriately with consent and in line with appropriate Data Protection legislation.</p> <p>Provide advice and information to professionals about resources and services that will meet the needs of children and families.</p>
2.	<p>Safeguarding</p> <p>Work closely with the Senior Practitioner/Team 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 advice and guidance on safeguarding matters.</p>

3.	<p>Partnership working</p> <p>Liaise closely with MASH partner agencies in undertaking MASH enquiries, to contribute to a seamless and transparent multi agency, customer focused response for children, young people and their families.</p> <p>Ensure that information is shared with partners in accordance with the information sharing agreement.</p> <p>Work in partnership with internal and external partners to improve collaboration, co-ordination and support within a multi-agency environment.</p>
4.	<p>IT and administration</p> <p>Effectively and comprehensively gather record and analyse sensitive and confidential data on the relevant database.</p> <p>To maintain accurate and up to date records in accordance with Data Protection legislation and to enable the production of statistical and management reports as required.</p>
5.	<p>Professional development and values</p> <p>Take responsibility for own professional development including keeping up to date with relevant legislation and information within the service.</p> <p>To establish rapport and a respectful, relationship with colleagues, professionals and members of the public.</p> <p>Work in accordance with the Council’s Single Equality Strategy be committed to promoting fairness and equality of opportunity, and celebrating diversity for all people.</p> <p>To carry out all other related professional functions, including the protection of confidentiality, management of finances, record-keeping and time management.</p> <p>To attend and participate in appropriate training and development activities to enhance skills and knowledge.</p>
6.	<p>Any other duties</p> <p>The post holder may be required to carry out other duties and responsibilities, 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.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
A Levels/NVQ 3		Desirable
NVQ Level 2 or equivalent, including C in Maths and English GCSE or equivalent		Essential
Evidence of Continuous Professional Development		Essential

Identify	Describe	Essential/ Desirable
Knowledge		
	Knowledge and understanding of current social care legislation and guidance relating to the work of the team.	Essential
	Knowledge and understanding of good customer care.	Essential
	Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds.	Essential
	Knowledge and understanding of the needs of children and families including child development.	Essential
Skills		
	Ability to communicate effectively both in writing and verbally, with service users and colleagues.	Essential
	Ability to work as part of a team.	Essential
	Ability to use a range of IT systems and input onto case records as needed	Essential
	Ability to manipulate basic data and Excel, producing reports as needed	Desirable

	Ability to identify issues that require complex social work intervention and refer on to senior team members.	Desirable
	Ability to identify potential Safeguarding concerns.	Essential
	Ability to manage potentially sensitive situations with service users around the collection of personal information and maintain high levels of confidentiality.	Essential
	Ability to work at pace when required, maintaining high levels of accuracy in written work.	Essential
	Demonstrates resilience in dealing with difficult and sensitive information and capacity to cope with high pressure situations	Desirable
Experience		
	Experience of working within a Health and/ or Social care background.	Essential
	Experience of working with the public, face to face and by telephone.	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential
	Demonstrate understanding of and acceptance and commitment to the principles of human rights and equality and how they underpin practice.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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