

Job Description & Person Specification

Families First - Specialist Safeguarding Teams

EDS Worker Emergency Duty Service

*So what gives
our organisation
its personality?*

We do...



<i>Families First Specialist Safeguarding Team</i>		
Post Title	Grade	Date
Emergency Duty Service Worker	Grade 6 + 20%	February 2016

Reporting Relationships

Responsible to: EDS Team Manager & Team Coordinators

Staffordshire County Council's Vision - Is for a connected Staffordshire, where everyone has the opportunity to prosper, be healthy and happy.

The Outcomes - The people of Staffordshire will:

- Be able to access more good jobs and feel the benefit of economic growth
- Be healthier and more independent
- Feel safer, happier and more supported in and by their community

Staffordshire County Council is one of the largest local authorities in the UK and provides a broad range of services to its citizens. We are at the start of a significant transformation agenda to improve the way we ensure positive outcomes for all of the communities and citizens of Staffordshire, working in partnership with all public sector organisations across the County.

Vision Statement for Families First

‘To work with partners and families in Staffordshire to enable vulnerable children and young people to be safe and secure; to promote physical and emotional well-being and to help them achieve their full potential within their communities’.

This shared vision has been developed by a range of people involved in and committed to high quality, strong and effective children and families’ services in Staffordshire. It incorporates views and ideas from managers, front-line practitioners and service users who will be the key contributors to making the vision a reality.

Purpose and values of working with children and families

Families First works closely with partner organisations and our approach is built on the firm foundations of an integrated ‘team around the family’. We facilitate local support and evidence-based intervention for children and families to prevent needs escalating to a level requiring statutory specialist services. Where specialist services are needed, we ensure that timely and effective decisions are made to secure the best outcomes for a child’s future.

Our staff and services are based in localities to provide easy access to families and we work with schools and academies, with Police, health services and a range of other partners through our Local Support Teams to prevent children, young people and families requiring more intensive support.

Our Core Purpose – What we do to help vulnerable children and young people in Staffordshire:

- Ensure resources are used in the most effective and efficient way to achieve sustained improvements to the lives of children, young people and families.

We will share information with commissioners and partners to develop effective and efficient services.

We'll know we have succeeded when we can provide evidence that we are achieving our core purpose within the resources available.

- Work with children, young people and families that are at risk of their needs escalating to a level that requires statutory intervention.

We will invest in services to prevent needs escalating and will recognise that children's needs are best met within their own family and community, where this is safe to do so.

We'll know we have succeeded when an increased proportion of children, young people and families report improved outcomes.

- Involve and engage children, young people and families in aspects of the services that we develop and deliver.

Families First is committed to involving and engaging children and young people, and we will ensure that our services continue to be fully responsive, that practice is focused on children and young people's needs and that their views are built into the design and delivery of services from the outset.

We'll know we have succeeded when children, young people and their families tell us they are satisfied with our services; that they feel involved and we can provide evidence of where we have acted on service user feedback.

- Share responsibility with partners to achieve positive outcomes for children and young people.

Working with our partners we will deliver services to children and young people to achieve positive outcomes that respond to and meet individual and locality needs.

We'll know we have succeeded when we have evidence to show that shared outcomes have been achieved.

Specialist Safeguarding Units

The safeguarding units take responsibility for the county's child in need and child protection activities including assessment, intervention, service planning, child protection enquiries and the delivery of child protection plans. The service has the lead role in the initiation and early planning of care proceedings, retaining case responsibility for the duration of these proceedings where children remain at home. The service also works with children who are looked after, prior to their transferring to a specialist looked after children team.

The specialist safeguarding teams work closely with the Local Support Teams within Targeted Services in the stepping up and down of cases, providing an in reach service to the Local Support Teams.

Emergency Duty Service

To provide leadership and direction to a team of Coordinators and Emergency Duty Service Workers in the delivery of an effective generic Emergency Duty Service, and to ensure the work of the team is undertaken in accordance with current legislation and guidance, Directorate policies and procedures and within agreed budgets.

Responsive Services

To take a role in the development of the Department's Responsive Services Team.

Staffordshire County Council Emergency Duty Service (EDS) provides emergency cover for people with Social Care needs in Staffordshire – out of hours i.e. when daytime services are closed and during Evenings, Weekends and Bank Holidays.

The spectrum of work spans Childcare, Mental Health and Adult referrals. The aim is to meet the needs of Service Users until daytime staff can continue a planned intervention.

All EDS Workers have access to assistance from an EDS Team Coordinator and the Team Manager who are on duty. Liaison and collaboration with other agencies is a key component of the work.

Job Purpose and Role:

To support the Team Manager in the operation of the Emergency Duty Service for Staffordshire County Councils Children's Services. To ensure that a high quality service is provided through the effective operation of a telephone based duty and referral service.

1. To provide a professional telephone referral and signposting service as a first point of contact for all initial referrals.
2. To obtain in a calm and sensitive manner sufficient information from members of the public and other professionals so that decisions can be reached regarding the most appropriate course of action.

3. Completion of Initial Referral/records to the highest of standards.
4. To use and update on a daily basis the Departments Client Information System and the electronic Social Care record system.
5. To ensure appropriate checks are undertaken in respect of historical information held before a decision is reached.
6. To make decisions in conjunction with the Team Manager/Co-ordinator regarding the most appropriate course of action in respect of a referral based on the Departments eligibility criteria.
7. To provide appropriate and up to date information in order to assist Service Users or other professionals in respect of those referrals that do not meet the criteria for further assessment.
8. To ensure that where referrals are taken they are received by appropriate team in a timely fashion or actioned at Emergency Duty Service
9. To support the Team Manager and coordinators on social work visits when required
10. To support Stand by Social Workers on visits/ assessments
11. To ensure that all contacts/referrals received by the Service are acknowledged in writing within 24 hours.
12. To undertake all relevant training in line with the requirements of the post.
13. To undertake any other duties required by management, which are commensurate with the grading of the post.

Professional Accountabilities

Additionally, the post holder is required to contribute to the achievement of the Council, Directorates, Strategic HR and individual objectives through:

Financial Management

- Personally accountable for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service area.

People Management

- Participation and contribution in the Personal Performance Review process.

Equalities

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

- Delivering energy conservation practices in line with the County Council's corporate climate change strategy.

Health and Safety

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the County Council Health & Safety policy.

Safeguarding

- To be committed to safe guarding and promoting the welfare of children and young people/vulnerable adults.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T= Test

Minimum Criteria for Two Ticks *	Criteria	Measured by
	Qualifications/Professional membership	
	GCSE English or equivalent	A
	Relevant qualification in customer Care/Business Administration	A
	An IT qualification equivalent to the competency level of ECDL/CLAIT etc. (or willingness to undertake)	A
	Typing/WP qualification equivalent to 50wpm	A
	Experience and Knowledge	
	A practical understanding of the use of performance management.	A/I
	An ability to interpret accurately input and retrieve data using the software provided.	A/I
	Working with internal/external customers to provide a quality service.	A/I
	Experience of office procedures, systems and equipment	A/I
	Working within a Team, preferably in an office environment	A/I
	Experience in using computer based information systems	A/I
	Commitment to excellent customer service and the achievement of high quality service.	A/I
	Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice and an ability to take a lead (examples should be given in supporting statement).	A/I
	Skills	
	Demonstrate good interpersonal skills to deal with sensitive issues.	A/I
	Time management skills with an ability to work under pressure and on own initiative.	A/I



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

We are proud to display the **Two Ticks Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the
HRSSC Recruitment Team on 01785 276480

The Behaviour Framework relating to this role is: **Role Type A**