

Duty Advice & Support Worker (Front Door)

Grade 6

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire Children's Advice & Support (SCAS) is underpinned by a number of key principles that include providing the right help at the right time that meets the child's needs and prevents needs escalating. Within Staffordshire's

front door, our aim is to create an environment where families are supported from the onset to stay together safely and live well in their communities by building on their strengths and family and community networks. The aim of SCAS is to create an environment where we 'Think Family' from the onset and how best to meet the child's needs and promote their outcomes. These key principles drive our work for children and their families.

This is the right thing to do. Families tell us they do not want to be in statutory services and evidence says that lives are better when needs can be met early within the family or community. Our philosophy is around earliest help for the child and family. Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as possible

Reporting Relationships

Responsible to: Team Manager

Responsible for: N/A

Key Accountabilities:

1. In line with the Children's Services front door model of working in Staffordshire, to carry out a range of tasks as advised and allocated by the Team Manager which includes providing advice and guidance in line with 'Think Family' Principles.
2. Embracing a restorative based approach to practice Supporting the Team Manager in the smooth operational aspect of the service
3. To take a role in the development of the Team.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

1. Providing a professional response to all initial contacts made by service users or outside agencies in respect of enquiries regarding service delivery.

2. To enable the department to effectively discriminate between enquiries that requires the provision of information as an appropriate response and those that require an assessment
3. To support the Team Manager in the operation service for Staffordshire County Councils Children's Services.
4. To ensure that a high-quality service is provided to children and their families through the effective operation of a telephone-based duty and referral service.
5. To provide a professional telephone referral and signposting service as a first point of contact for all initial referrals.
6. 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.
7. Completion of referral forms to the highest of standards.
8. To use and update on a daily basis the Departments Client Information System and the electronic Social Care record system.
9. To ensure appropriate checks are undertaken in respect of historical information held before a decision is reached.
10. To make decisions in conjunction with the Team Manager regarding the most appropriate course of action in respect of a referral based on the Departments eligibility criteria.
11. To provide appropriate and up to date information in order to assist Service Users or other professionals in respect of those referrals that does not meet the criteria for further assessment.
12. To ensure that where referrals are taken they are received by appropriate assessment team (or equivalent) in a timely fashion.
13. To ensure that all contacts/referrals received by the Service are acknowledged in writing within 24 hours.

14. To work within the aims and objectives of Children Services Business Planning and the Principles of the Children Act 1989. 16, To undertake all relevant training in line with the requirements of the post.
15. To undertake any other duties required by management, which are commensurate with the grading of the post. Special Requirements of the Post To be prepared to work flexible hours in accordance with the SCAS rota.

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring 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 Council's climate change strategy.

Health and Safety

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

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership GCSE English or equivalent Relevant qualification in customer Care/Business Administration Typing/WP qualification equivalent to 50wpm	A/I
	Knowledge and Experience A practical understanding of the use of performance management. <ul style="list-style-type: none"> • An ability to interpret accurately input and retrieve data using the software provided. • Working with internal/external customers to provide a quality service. Experience of office procedures, systems and equipment • Working within a Team, preferably in an office environment Experience in using computer-based information systems Commitment to excellent customer service and the achievement of high-quality service. • 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 This post is designated as a casual car user Demonstrate good interpersonal skills to deal with sensitive issues. 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 Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

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

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Braille, another language, on cassette or disc, please ask
us by contacting **Shared Services on 01905 947446**