

Duty Advice & Support Worker (Front Door) Grade 6

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

5. 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
6. To support the Team Manager in the operation service for Staffordshire County Councils Children's Services.
7. 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.
8. To provide a professional telephone referral and signposting service as a first point of contact for all initial referrals.
9. 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.
10. Completion of referral forms to the highest of standards.
11. To use and update on a daily basis the Departments Client Information System and the electronic Social Care record system.
12. To ensure appropriate checks are undertaken in respect of historical information held before a decision is reached.
13. 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.

Person Specification

Qualifications/Professional membership

- GCSE English or equivalent
- Relevant qualification in customer Care/Business Administration
- Typing/WP qualification equivalent to 50wpm

Knowledge and Experience

- A practical understanding of the use of performance management.
- 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).

Skills

- Demonstrate good interpersonal skills to deal with sensitive issues. Time management skills with an ability to work under pressure and on own initiative.

This post is designated as a casual Car user

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