

ROLE PROFILE

Job family	Care	Role profile number	CA07-1092	Grade G
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Job purpose: To provide advice and / or personal and practical support to clients, their carers and families.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clearly defined procedures. Grade G posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Attention to detail. Good organisational skills and the ability to prioritise workloads. Appropriate experience of working with the relevant client group and understanding of the relevant statutory frameworks / requirements. Practical knowledge of a range of procedures and specialist services to support clients. Ability to build and maintain constructive working relationships with a range of people. Sensitivity and empathy to build trusting and supportive relationships with clients and families. Care skills and knowledge of support services to provide practical and emotional support to clients and families. Ability to manage challenging behaviour in clients. Proven ability to communicate one to one and in small groups with relevant client group.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation. Identify areas where improvements could be made within own role. May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third-party provision of advice and support. With management oversight, develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Feed into assessments of clients via social workers and other professionals from other partnership organisations including doctors and nurses. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices and with consultation with the management team. The consequences of the decisions will have a material effect on the service. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations.

	Carry out research for projects from a range of sources as directed by the line manager or other team members.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based but may involve some travelling to other council buildings. Work requires some physical effort. Work may include exposure to moderate noise. Work potentially involving moderate risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Information Officer, MASH	
Role profile family:	Care	
Role profile number and grade:	CA07-1092	Grade G
Number of posts:	6	
Service/Team:	MASH	
Reports to:	Assistant Team Manager MASH	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development.

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- Likely to involve immediate response to client.
- Delivery of administration, information processing and business services to support the Council.
- Undertakes regularly occurring event-based tasks and duties.
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries.
- Provide routine and advice and guidance on the Councils processes and procedures.

Service / Function Context

The overall responsibilities of the service/function are:

The post is based in the MASH (Multi Agency Safeguarding Hub) which is the front door for all safeguarding concerns in relation to children. The role of the team is to gather all relevant information to make threshold decisions about further intervention for children and their families.

Job Purpose

The Information Officer (IO) post provides essential support to the MASH activity.

The IO will be the first point of contact for all contacts and referrals into Children's Social Care from members of the public and other agencies including education, police and health professionals. The ability for this staff group to support the MASH enables calls to be answered without delay thus ensuring that customers can get through to the team in a timelier manner and be provided with initial advice.

They signpost callers to alternative avenues of help and support where appropriate.

The IO is responsible for screening this initial information and informing the manager of any immediate safeguarding concerns whilst prioritising all other work.

The IO will input data on to appropriate data bases, undertake detailed research of children's information systems and submit information packages to Social Worker/Manager to allow them to make informed intervention and safeguarding decisions.

The IO will provide advice and guidance to refers if the concerns are not of a safeguarding nature and will support from Social Workers/Managers offer signposting advice, redirecting concerns to the appropriate alternative agencies.

Specific duties and responsibilities include:

- To receive and process contacts and referrals, by phone and in written format, and to alert a social worker/manager to any immediate child protection concerns.
- To undertake detailed research on computer systems including Care First and Impulse and conduct checks on children and their families with the appropriate level of consent.
- To input, retrieve and present data from children's information systems.
- To complete MASH administrative procedures as required.
- Communicating with and gathering and sharing information with agencies such as Police, schools, domestic abuse agencies and health professionals.
- Create documents, reports and correspondence from information provided.
- The post holder will be required to signpost members of the public and professionals to other services as appropriate.
- Answer calls to the team; this can be from members of the public or professionals. Those calling the team are often in a stressful situation and can present it as challenging. Workers need to remain calm and customer focused in order to ensure that the required information is gained and the customer is listened to.
- Analyse & input incoming reports, assessments etc. Accountability to write reports and maintain records.
- Accurately record referral details onto the IT system
- Be able to identify if a vulnerable person or child may be at risk.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- A levels / National Diploma or equivalent experience/skills.
- Ability to prioritise tasks and work on own initiative against deadlines.
- Excellent communication and negotiation skills especially when working with customers who may be upset and stressed.
- Self-sufficient in planning and organising own work, including recording, storing and retrieving required data and information.
- Aware of Government initiatives in relation to Transformation of Social Care
- To be an active team player by contributing to the development of the service, ensuring the customer is always at the centre of such developments.
- Fluent in English
- Previous experience within an admin support function
- Experienced in utilising different computer systems including relevant databases to ITQ 2 level or equivalent.
- Experience of communicating with a wide range of people both general public and professionals
- Ability to accurately input information onto computer databases.
- Good communication skills, as the postholder will be liaising with other agencies and the public.
- Ability to work independently and able to use own initiative.
- Ability to work to a deadline and against a performance framework.
- Excellent customer service skills
- Excellent team working skills.

Desirable

- Previous experience of working within a partner agency environment
- Previous experience of working in a confidential environment
- Previous experience in responding to sensitive personal information and handling such information in a professional manner.
- Relevant experience of paid or voluntary work with children and young people or vulnerable adults

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	
Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input checked="" type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input checked="" type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>