Job Summary

Post Title	Contact and Referral Officer (CARO)	**Pay Grade**	Grade 4
Directorate **Service Area**	Children's Services, Social Care	**Line Manager**	Assistant Team Manager
Work style **Location**	Any desk – at specified office location Team Office – currently Aylesbury Police Station	**Job Family & Role Profile**	PCO4O
DBS Check Required?	YES - Basic		

Section 1: Job Purpose and Job Context
To be the first point of contact for members of the public and partner agencies with enquiries or concerns about a child or a young person, providing appropriate information and advice, and distinguishing between enquiries that range from basic advice and support to those that need early help services, to those where a child's safety and welfare may be at risk.
Section 2: Main Responsibilities and Duties
• To provide a single point of contact for members of the public and partner agencies who may have concerns over a child or young person. • To process and screen contacts from professionals and families concerning children with identified needs in a timely, efficient and safe manner providing information and advice as necessary within 24 hours. • To analyse historical information presenting issues and form recommendations for the team manager by using a threshold document and guidance to determine what level of service is appropriate or needed. • To develop close links with universal and voluntary sector services in order to resolve queries effectively, signpost or assist partner agencies in making referrals. • Develop close liaison with Multi-Agency Safeguarding Hub and Early Help Partners as well as receiving Teams in Localities Service. To ensure that contacts/information are progressed in a timely and safe manner. • Provide information and advice to partner agencies (whether statutory or voluntary sector) who work with local children and families. • To liaise with the Family Information Service to assist in and resolve queries from members of the public. • To troubleshoot and resolve queries relating to the Early Years' Service, providing eligibility advice according to set criteria. • To understand current child protection frameworks and legislation and to apply these in the analysis of contacts, risk assessment and knowing what services are appropriate based on the presenting needs of contacts, in conjunction with Social Workers. • To respond with sensitivity and to work effectively with vulnerable individuals and families in both face to face contact and by telephone. • To have full knowledge and ability to access services, including translation services to help meet the individual needs of our customers – including ability to answer complex queries in person or in writing, giving detailed information, re-directing the public as appropriate; dealing with Family Information Service

queries sent from Customer Services and using of the Family Information Directory.

- Provide a friendly, professional and customer focused service to all visitors and callers ensuring that all enquiries are responded to sensitively and resolved appropriately redirecting more complex enquiries to the appropriate officer – including liaison with colleagues and other agencies as appropriate to resolve enquiries and redirect referrals/service requests.
- Responsible for entering details of all initial enquiries and contacts onto the IT system and uploading associated documentation, ensuring that data and electronic filing is accurate and kept up to date. This will include detailed checks and searches for previous involvement; coordinating and collating the collection of previous information from various sources; archiving and retrieving documents; highlighting issues of concern and potential risks to workers undertaking an initial assessment; scanning and copying documents into the electronic data storage system.
- Ensure that information is shared appropriately, and decisions are made in accordance with Statutory and local best practice timescales – including responsibility for liaising with individuals and agencies; timely distribution of written correspondence, reports and decisions, tracking and monitoring individual cases.
- Ensuring that effective processes and systems are in place and developing and implementing these to increase the effectiveness of the team.
- To assess and record the wider family and environmental context and recognize and underlying problems which service users may not reveal.
- Using the Local Authority's threshold document, analyse the risk, harm and need associated to the child, young person or family and form a recommendation on what service should be provided.
- Analyse contacts to identify child protection indicators and escalate these immediately, working closely with duty social workers, the assistant team manager and the social work team manager to assist in managing risk.
- To work in a pressured and dynamic environment, assessing and progressing a high volume of contacts to statutory timescales.
- Support the MASH Admin Officers and other Contact and Referral Officers, providing training, mentoring and support as required to support colleagues and service delivery.
- Provide a high level quality of service at all times – including identifying customer needs: utilising appropriate questioning and listening skills to identify and offer appropriate advice.
- Any other duties commensurate with the grade and level of responsibility of the post which may, from time to time, be delegated by the post holder's line manager.
- Undertake relevant training to ensure knowledge is up to date in all aspects of child in need and CP

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions

- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: **Knowledge, Skills and Experience** ***(use job family to complete)***	**Job Specific Examples**	**Essential**	**Desirable**
Extensive practical experience of working with clients and client groups with complex needs		✓	
Authoritative knowledge of legislation, processes, procedures and issues relating to the client group.	Knowledge of issues relating to child protection and vulnerable children, young people and families	✓	
Proven ability to carry out client risk assessments to identify eligibility for service provision and / or risk of harm	A good understanding and knowledge of the range of assessment frameworks that services use across Family Services, such as Early Help Assessments and the Child and Family Assessment.	✓	
Proven ability to advise and guide clients to encourage development and to access services to which they are entitled		✓	
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups		✓	
Proven ability to deliver training		✓	
Literate and numerate with accurate record keeping and report writing		✓	
Knowledge of financial assessment processes		✓	
ICT skills including use of Microsoft applications		✓	
Knowledge of early years and child development			✓
Knowledge of Family Information Service			✓
Qualifications		**Essential**	**Desirable**
Relevant qualifications, such as NVQ 3 / HNC or equivalent		✓	
Evidence of continued professional development			✓
Experience of working in Children's Services and having an understanding of the frameworks			✓
Other Requirements		**Essential**	**Desirable**
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide		Y/N	

advice in accurate spoken English is essential for the post.		
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.	N	N
All posts that need an enhanced or standard DBS check This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020). For further information on filtering please refer to *Nacro guidance (nacro.org.uk)* and the *guidance published by the Ministry of Justice* (see, in particular, the section titled 'Exceptions Order').	Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.