

## Job Description



### Social Services Department

<b>Post Title</b>	<b>FIXED TERM - Family Information Service Outreach Officer</b>		
<b>Post Number</b>	<b>NEW</b>	<b>Grade</b>	<b>4</b>
<b>Base</b>	<b>ICC – Blaina/Ebbw Fawr</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>	<b>Approved Casual</b>	<b>Disclosure</b>	<b>Enhanced</b>
<b>Contact</b>	<b>Hayley Billington 01495 355584</b>	<b>Updated</b>	<b>October 2013</b>

### Principal Job Purpose

Responsible to: The Family Information Officer

Responsible for: The Family Information Service Outreach Officer will establish and maintain an outreach service for families, children, young people and professionals, responsive to the needs of clients and provide the highest quality of service and customer care. The post holder will ensure The Family Information Service (FIS) is actively promoted, well used and a central hub for information.

### Principal Accountabilities

1. Establish and maintain a number of regular outreach information points for families, children, young people and professionals, through consultation with Health colleagues, Employers, Flying Start, Families First, Communities First, Job Centre Plus and other Family Support services responsive to the needs of clients and provide the highest quality of service and customer care.
2. Support the development and implementation of the FIS Business Plan, policies and strategies paying particular attention to the Marketing Strategy.
3. Carryout a consultation with Health colleagues, Employers, Flying Start, Families First, Communities First, Jobcentre Plus and other Family Support services to establish a number of regular outreach information points within the community.

4. To respond to enquiries received through the Family Information Service helpline, website, social media and outreach activities.
5. Research and use the most appropriate social media methods available to proactively market the Family Information Service and other Early Years, Family Support work, or events that would be of interest to families.
6. To assist in maintaining a Family Information Service database that stores detailed, current information on early years, childcare, family support and other child related activities.
7. To promote local early years, childcare and play workforce development activities in line with the Welsh Governments – Play Learn Grow workforce recruitment campaign.
8. To contribute towards the annual Childcare Sufficiency Assessment process through the gathering of information and consulting with parents/carers, Children and Young People, Employers and Childcare Providers.
9. To work within the Early Years and Childcare Team and across public, private and voluntary sector agencies to share information and good practise.
10. To assist with the monitoring and evaluating the appropriateness and effectiveness of the service.
11. To keep up to date on legislation, initiatives and current issues that may affect the childcare sector locally and nationally.
12. To represent the Family Information Service at appropriate meetings by agreements with the Family Information Service Officer and Early Years and Childcare Manager
13. To ensure that all duties are carried out in line with the Welsh Governments minimum standards for Family Information Services as outlined in schedule 2 of the Childcare Act 2006.
14. To undertake such other duties and responsibilities, as deemed appropriate by the Early Years and Childcare Manager.
15. To ensure that all aspects of the work proactively engages with children, young people and their families.
16. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
17. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

## Person Specification – Non Managerial

		Assessment Method				
<b>1. Qualifications &amp; experience</b>		Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
	<b>Qualifications/relevant experience</b>					
1	GCSE's Grade C or above in Mathematics and English or Key Skills Level 2 in Application of Number and Language and Communication or equivalent	Essential	✓			
2	NVQ level 3 in Business and Administration or IT or equivalent or NVQ level 3 Customer Service or recognised qualification in Customer Services or related field.	Essential	✓			
3	Have obtained either CLAIT, ECDL or other equivalent qualification or currently working towards ECDL (European Computer Driving Licence)	Essential	✓			
4	NVQ level 4 Advice and Guidance	Desirable	✓			
	<b>Other experience</b>					
5	Experience of working within an office or customer service environment	Essential				
6	Experience of working in partnership with statutory voluntary, public and private sector organisations.					
7	Experience of facilitating a client focused outreach service.					
8	Experience of working within a multi agency partnership context					
9	Experience of keeping accurate, up-to-date information, making effective					

	use of IT.					
10	Experience of dealing sensitively with enquiries.					
11	Experience of researching, planning and managing tasks to a successful conclusion.					
12	Experience of the production of reports.					
	<b>Knowledge/Skills</b>					
13	Knowledge of the role of FIS					
14	Knowledge and experience of working in partnership with children, parents and carers					
15	Knowledge of Childcare Sector and Youth Service					
16	Working knowledge and experience of Microsoft Word, Excel, Access and the ability to learn new ICT systems quickly					
17	Knowledge of local and national child and family related initiatives and legislation.					
18	Knowledge of the Data Protection Act.					
19	Knowledge of the Data Protection Act.					
20	Experience of Tribal Software					
21	Knowledge of current legislation affecting childcare providers (e.g. Childcare Act 2006)					
22	Ability to work in an appropriate, sensitive manner maintaining confidentiality and impartiality. Courteous and responsive to the needs of individuals.					
23	Ability to liaise and work in partnership with a wide range of individuals and agencies from the statutory, voluntary and private sectors					
24	Ability to communicate efficiently orally and in writing with members of the general					

	public and a whole range of professionals.					
25	Ability to work on own initiative within set parameters and as part of a team					
26	Ability to manage and prioritise workload and possess excellent organisational skills					

## 2. Special Requirements

	Essential	Desirable
<ul style="list-style-type: none"> <li>Ability to work on own initiative and collaboratively as part of a team</li> <li>Highly motivated individual</li> <li>Be an effective communicator both in writing and orally, with members of the public and professionals</li> <li>Be able to respond quickly, accurately and efficiently, within policy guidelines</li> <li>Current driving licence and access to own transport.</li> <li>Commitment to working Flexible hours including some evenings or weekend work</li> <li>Ability to communicate effectively through the medium of welsh</li> </ul>	✓  ✓  ✓  ✓  ✓	     ✓  ✓

## 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance				✓

	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent				✓

	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓

	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓