

5. To provide accurate information on available options in response to initial enquiries and where necessary arranging for more specialist information to be made available to enquirers.
6. To be able to gather information as requested by the Senior Practitioner to support professional decision making.
7. To recommend whether a request for services should be referred to another service or agency, or whether such requests fall within the range of responsibilities of the Social Services Department.
8. To enter, update and maintain required details directly onto the DRAIG System to support the effective management of work and collection of performance information.
9. To process and collate information on recorded referrals for the attention of the Senior Practitioner within the predetermined timescales and in an agreed format.
10. To be familiar with Blaenau Gwent Internet site and other related and partner agency resources and provide advice and guidance on the provision of services, which may be outside the Children's Services range of responsibilities.
11. To identify where appropriate areas for improvement of information management and service development for Children's Services.
12. To maintain records in accordance with Policy, Guidance and Legislation.
13. To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
14. To inform the line manager of any relevant changes in circumstances or causes for concern relating to service users and their carers.
15. Demonstrate effective interagency, multidisciplinary and partnership working to provide best practice service.
16. Proactively participate in individual supervision and performance appraisal reviews.
17. Contribute positively to the team, through working in co-operation with colleagues and line manager.
18. Demonstrate a commitment to and support for the development of best practice.
19. Support and appropriately influence the development of best practice systems, processes and procedures.
20. To work collaboratively with other teams across the division when workload/emergencies necessitate.
21. Post holder will be required to work outside of normal working hours when emergencies/work load necessitate with commensurate flexi in place.

22. To observe confidentiality in all aspects of work.
23. To accept that this job description may be periodically subject to review.
24. To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.
25. Post holder will be responsible for ensuring that referrers understand the decisions and actions taken in respects of referrals.
26. To collate and gather information to share at multi-agency forums and to accurately record and log shared information from other agencies on a daily basis.
27. To respond to other agencies and professional request for information in compliance with Legislation and in the format outlined by the Local Authority and respective agencies.
28. Demonstrate an ability and confidence to converse with professionals and members of the public asking pertinent questions in order to gather relevant information.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
3 GCSE's or equivalent Grade A – C to include English and NVQ level II or equivalent in a relevant subject	Essential	✓			
Experience in dealing with the public in a customer care setting	Essential	✓	✓		
Knowledge and understanding of the range of issues that can affect families, children and young people.	Essential	✓	✓		
Other experience					
Knowledge/Skills					
Understanding of the responsibility of the Local Authority to respond to child protection concerns.	Essential	✓	✓		
Knowledge of Children's Services	Essential	✓	✓		
Understanding of the 2004 Children Act	Desirable		✓		
Understanding of management information systems and database management.	Desirable	✓			
Understanding of the Framework for the Assessment of Children in Need and their families.	Desirable	✓			
Ability to use I T systems and applications to support the capture and reporting of management information	Essential	✓			
Ability to remain calm and task focused whilst working under pressure.	Essential	✓	✓		✓
An ability to prioritise workload	Essential	✓	✓		✓
Ability to work on own initiative and as part of team.	Essential	✓	✓		✓
Empathy with people who may be experiencing stress or anxiety within their life circumstances.	Essential	✓	✓		✓
Ability to communicate verbally and in writing with people in a variety of social settings and situations.	Essential	✓	✓		✓

2. Special Requirements

Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period

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

Delivering the service	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		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	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	✓			✓

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