



# Early Help Bridge Screening Officer

Service	Reporting to	Location	Grade
The Bridge	Early Help Bridge Practice Manager	The Bridge, Unity House	2C

## About the role

To act as first point of contact for members of the public and professionals from partner agencies in relation to families requiring help at an early help level.

To explore family strengths and needs and link families with the most appropriate support and information, capturing outcomes on the system.

To assist The Bridge Practice Manager to standardise systems, processes and practices in response to changes to Corporate, National and Campus business strategies.

To work closely with practitioners, and support staff from The Bridge, including third party partner organisations and actively support integrated ways of working.

## Key outcomes

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That families will be linked with appropriate information and support.

That families who need a targeted early help intervention will be managed through to this in a timely way.

That wider services within the bridge and external to the bridge are liaised with and supported with plans to support families.

That the work completed supports the service to deliver quality in a timely manner, adhering to timescales for the work.

## What we need from you

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- To model and demonstrate our values and behaviours.
- To support service area business processes that contribute to the work of the directorate, third party and partner organisations.
- To be involved in the maintenance and development of systems, processes and practices to support the work of the directorate, third party and partner organisations.
- To record and maintain client and/or performance information accurately on the systems of Salford City Council
- To liaise appropriately and effectively with officers from other service areas or where business processes interrelate.
- To maintain knowledge of local services, in order to signpost and refer people making contact, to other appropriate services. To make available the supply of information packs, leaflets, forms and other materials pertinent to the work of the directorate, third party and partner organisations and to ensure information is up to date and adequate stock available
- To make calls to families in response to referrals made to the bridge to scope out strengths and needs and link families with the most appropriate information and support
- To send letters and/or emails to families to share information and advice as needed or directed
- To respond efficiently and courteously to telephone enquiries, ensuring the information conveyed is accurate, callers signposted to other service areas where appropriate, or accurate messages taken in the absence of officers from the directorate or partner organisations.

- To ensure social work staff or managers are alerted to any immediate Child Protection issues.
- To gather information from referrers and undertake screening checks and complete MASH outcomes as directed by early help managers allowing prompt and effective decisions to be made at the first point of contact, to safeguard and promote the welfare of children.
- To carry out research re: information on systems to generate family history on MASH and to support other meetings
- To ensure that information gathered is inputted accurately and efficiently on electronic databases.
- To follow guidelines to provide responses to enquiries from family members and/or professional agencies (e.g. CAFCASS), to tight deadlines.
- To attend job related meetings as requested by Early Help Manager.
- To attend and participate in supervision, development and consultation meetings with Early Help Managers and to provide regular updates on the day-to-day activities of the service area, e.g. systems, process, practices and self-development requirements or opportunities.
- To undertake regular Child Protection training and other relevant training, at a level commensurate with role.
- To treat all information in accordance with Salford City Council's policies on confidentiality and Data Protection.
- To undertake such additional duties as are reasonably commensurate with the level of the post
- To carry out duties with full regard to Salford City Council's Equal Opportunities, Health & Safety and Community Strategy policies.
- Relevant qualification e.g. NVQ level 2/3 or equivalent experience
- Experience of working with children and families

# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

## Tailored Development

Ongoing development through use of early help competency frameworks to tailor learning to needs.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council

## Role details

Completed by: Rachel Shearn

Date: 4.9.25

Job code: BIS00203

Job score: 394

Date of evaluation:4.9.25

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