

First Response Advisor

Role Profile

Service: Early Help & Childrens Social Care
Band: Band 4
Reporting to: First Response Team Practice Manager
Responsible for: No direct reports



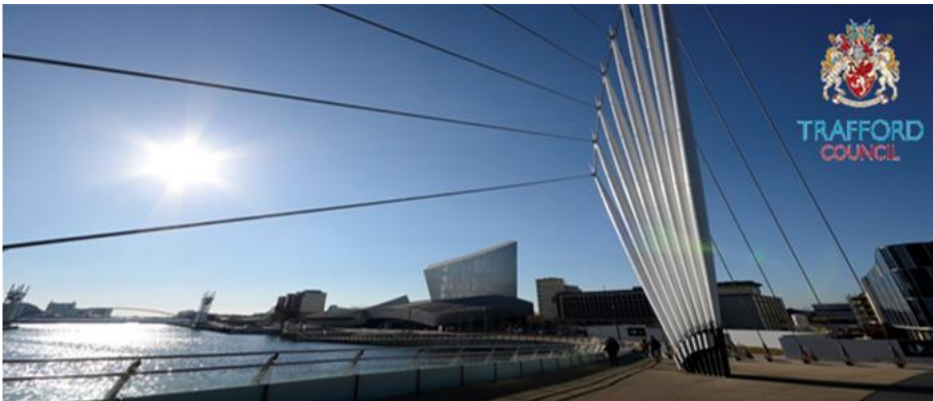
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The First Response Team is a multi-agency, 'front door' to Children's Social Care and Family Help which sits within our Children's Directorate. The purpose of the team is to be the first point of contact for the residents of Trafford and for professionals to seek advice, support and make referrals to Children's Social Care to ensure that children and families receive the right help at the right time.

Your Main Priorities

- Play a key role in supporting professionals with the First Response process
- Offer advice and support to First Response customers, particularly with regards to Early Help.
- Work as part of a busy Duty Desk supporting the team to ensure that practice standards are met, and that children and families receive the most appropriate support at the right time.

Key duties

- Support professionals who require advice with referral processes and with the provision of Early Help Support.
- Provide good customer care and ensure that client's first contact with the Department is such that they are given an efficient and effective service.
- Offer advice and signposting where appropriate and completing all associated administrative duties.
- Maintain accurate and up to date case notes/records using electronic case/information management systems.
- Support the social workers to ensure service is delivered effectively and that practice standards are met.

- Provide advice, guidance and information about services provided by the department and its referral procedures, promoting Early Help Support.
- Interrogate systems in order to respond to both routine and more complex enquiries from a wide range of contacts, in accordance with agreed policies and within defined procedures.
- Raise any safeguarding concerns with the Practice Manager and Social Workers as soon as they arise.
- Access electronic social care system and other appropriate computerised information systems in relation to the referral and allocations process.
- Liaise closely with partner agencies and other professionals, sharing information quickly and safely.
- Work as a member of a team including cover arrangements whilst maintaining appropriate service.
- Undertake specific tasks commensurate with the post to ensure that the responsibilities of Trafford Children's First Response are discharged.
- Continually strive to improve the quality of service provided by the customer services staff through:-
 - high quality services
 - a polite and professional manner
 - promotion of the Services commitment to Equality and Diversity
- Any other duties as commensurate with the grade of the post.

About You

Qualifications and Professional Development

- Good standard of Education to GCSE level (including Maths and English grades A-C)
- Training or qualifications in administration and/or customer services

Experience and Knowledge

- Experience in administration or customer service roles.
- Administration experience including taking notes and minutes at meetings, prioritising work requests, diary management and working to deadlines

- Knowledge of Child Protection issues and procedures, and Children Act / Working Together.
- Strong understanding of the Early Help Agenda.
- Understanding of the systems and processes within social care and Early Help services provided by the Directorate
- Knowledge and understanding of equality and diversity issues
- Knowledge of Customer service standards
- Working knowledge of Microsoft Office and related packages
- Experience of supporting others with systems and processes.

Skills and abilities

- Self-motivated, possessing an enthusiastic and flexible attitude, and a desire to work to improve outcomes for the children and families of Trafford.
- Able to prioritise and produce good quality work under pressure and to tight timescales
- Excellent communication skills, both oral and written, with the ability to present sometimes complex information clearly for a variety of audiences
- Ability to develop effective working relationships with other professionals/ agencies
- Ability to take minutes and messages accurately
- Able to work as an effective part of a team
- Excellent customer care skills

Special Conditions

- Enhanced DBS with Children's Barred list required

Date prepared/revised	6.7.23 updated to new template
Prepared/revised by	RCB / Jude Brown
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.