

Role Title: (Customer Service Officer – Children’s Integrated Front Door)

Salary: £23,893 – £25,979 BAND 6 (Subject to Pay Review)

Location: Bradford, Sir Henry Mitchell

Report to: Business Support Team Manager – Integrated

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children’s services.

This is an important opportunity to renew our approach to delivering the support that Bradford’s children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust’s Board, senior leadership and our colleagues’ practical experiences of providing children’s services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

People & Talent – Business Support Service Overview

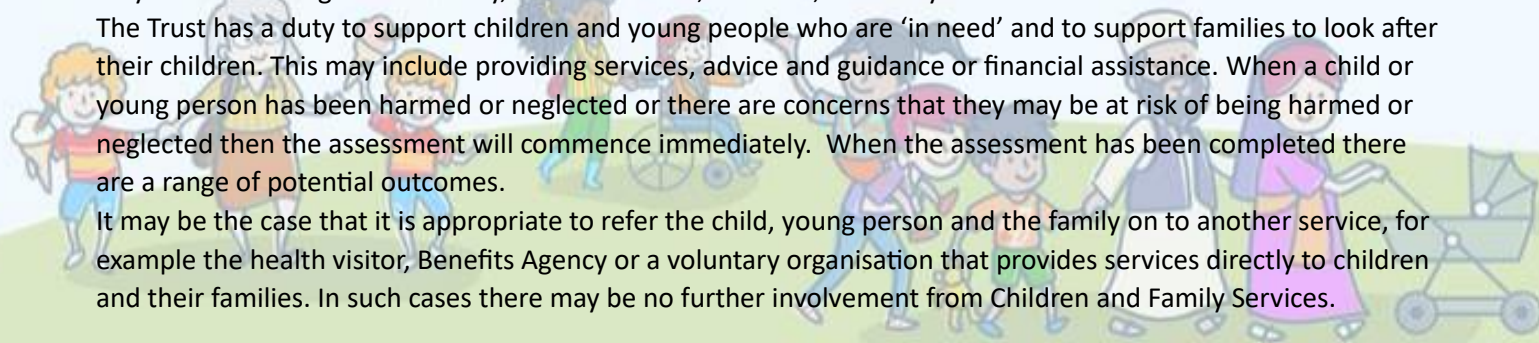
The Integrated Front Door (IFD) is the first point of contact for enquiries and referrals relating to children and young people made by professionals, families and the public.

The IFD brings together the Multi-Agency Safeguarding Hub (MASH) and Early Help Hub in one place to facilitate early, better quality information sharing, analysis and decision-making to safeguard children, young people and families more effectively.

The Integrated Front Door is responsible for all referrals which are screened to determine the individual needs of the child, young person and their parents or carers and to establish if the Trust should provide support and services. Where appropriate an assessment is completed with the family and other relevant professionals who may have knowledge of the family, such as doctors, teachers, voluntary sector and the Police.

The Trust has a duty to support children and young people who are ‘in need’ and to support families to look after their children. This may include providing services, advice and guidance or financial assistance. When a child or young person has been harmed or neglected or there are concerns that they may be at risk of being harmed or neglected then the assessment will commence immediately. When the assessment has been completed there are a range of potential outcomes.

It may be the case that it is appropriate to refer the child, young person and the family on to another service, for example the health visitor, Benefits Agency or a voluntary organisation that provides services directly to children and their families. In such cases there may be no further involvement from Children and Family Services.



Role Summary

Our Children's Advisors are the first point of contact within the Integrated Front Door (MASH) of Bradford Childrens and Families Trust managing our advice line, taking referrals and recording on Liquid Logic - Early Help Case Management System and completing checks on children and families.

The Childrens Advisors role harnesses the conversational approach adopted by the Integrated Front Door Referral and Advice Lines ensure professionals and members of the public can share concerns and seek advice via telephone, designated mailbox and portal around Children within the Bradford District.

Relevant checks are undertaken with Health, Police and Education working with various case management systems (internal and external) to ensure all family members are safeguarded.

Children's Advisors use Mitel Contact Centre Services enabling reduce response times using intelligent call routing and queuing.

Childrens Advisors are an essential part and 'the face' of the IFD and is an ever developing, changing and demanding role.

Main Duties and Responsibilities

- To work as part of a multi skilled team completing various tasks, primarily dealing with new telephone and email contacts, providing a knowledgeable and personal enquiry service to Trust partners, professionals and the public who wish to make Safeguarding referrals, delivering service for the Integrated Front Door
- To co-ordinate incoming information requests from Calls and Emails and raise the contacts.
- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems.
- Responsibility for safeguarding the welfare of children and young people through accurate data entry.
- To contribute to the review and development of operational procedures in conjunction with the Social Workers and Management Team.
- To maintain a detailed knowledge of all relevant Legislation and Policies such as GDPR
- To handle and manage personal, sensitive and confidential information.
- To liaise with and work alongside other services, departments, and agencies, as appropriate.
- To ensure that first stage complaints are acknowledged, recorded appropriately and directed to the correct department for investigation.
- To be fully conversant with on-line computer systems and technology, both operational and corporate, in order to provide a timely and high-quality referral service for the referrer.
- To represent the Trust professionally and responsibly in all dealings with our partners and members of the public, across all access channels, working on own initiative but within existing guidelines.
- To support our Business Support Staff in all their duties to meet Service and Trust needs.



About you

We are looking for applicants who can demonstrate that they meet the following requirements:

- Use a range of complex IT packages relating to area of work including Microsoft Packages and internal and external information systems.
- 12 months telephony experience
- 12 months previous administrative experience
- Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.
- Able to work as part of a team across a large service area and adapt to areas of increased demand
- Excellent communication and customer service skills at all levels
- Excellent attention to detail

Key objectives: -

- Providing first point of contact to members of the public and our partners.
- Providing a prompt response by answering calls within agreed service levels.
- Sign posting all calls to appropriate team.
- Process inbound emails within the RAG rating time frame.
- Working collaboratively with the Social Care Teams to ensure referrals are dealt with within our set time scales.

