

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Childrens services	SERVICE GROUP: Prevention and early help
POST TITLE: Early help gateway officer	REPORTS TO: Prevention and early help manager
GRADE: Employee Band 7	SAP POSITION NUMBER : 2 x full time permanent positions

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

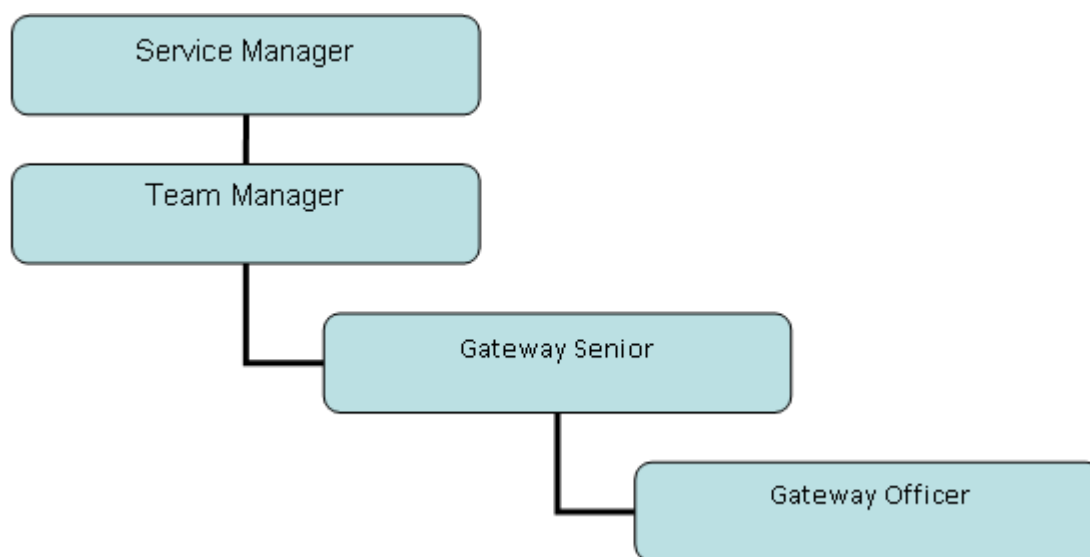
As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post: Max 3 sentences
<p>To work as part of children's intergrated front door to receive, risk assess and triage referrals and enquiries to children's services in a timely manner ensuring the safeguarding of children and young people</p> <p>To work in partnership with other professionals involved with children and families to gather and analyse information and signpost families for support in a timely manner.</p> <p>Respond to children and families in crisis and to ensure the safeguarding needs of children young people are met and to work within legal frameworks and policies and procedures appropriate to your service.</p>

Main Responsibilities of Post: Max 15 Bullet points
<p>To receive and process referrals to children services using a variety of methods</p> <p>Using the continuum of need and other relevant models to identify risk, triage referrals and signpost to the appropriate agency</p> <p>To ensure timely turnover of work and prioritise work in accordance with deadlines</p> <p>To support families in crisis over the phone and face to face and when applicable home visits whilst assessing need</p> <p>To encourage the participation of children and young people in discussions about referrals.</p> <p>To work in partnership with other agencies to achieve best possible outcomes for children young people families and carers.</p> <p>To maintain accurate up to date and appropriate records using identified electronic systems and equipment.</p> <p>To write reports as required for meetings, management etc.</p> <p>To attend court as required representing the department.</p> <p>To undertake the different roles within gateway on a rota basis i.e. telephones and case work.</p> <p>To attend and contribute to team meetings and contribute to service developments as appropriate.</p> <p>To promote the service, providing advice information and support.</p> <p>Contribute to the support of students, apprenticeships and trainees.</p> <p>To attend supervision and annual appraisal.</p> <p>To be responsible for your own continuing personal and professional development, and ensuring attendance at mandatory training and refreshers appropriate to the role.</p> <p>Workers will be expected to be able to work autonomously and make decisions about referrals and calls with the relevant support from management; this will include identifying thresholds in terms of child protection and early help.</p> <p>To attend meetings in relation to EH business, this includes chairing and minute taking</p>

Structure:**Special Knowledge Requirement. Will be used for shortlisting. Max 10**

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
<p>Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower threshold level – where the person is able to demonstrate that they can during the interview:</p> <p>a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to.</p> <p>b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.</p> <p>or the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children's centres) – where the person is able to demonstrate that they can during the interview:</p> <p>a) Can express themselves fluently and spontaneously , almost effortlessly</p> <p>b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language</p> <p>If this applies to the post you are recruiting select the level ie either Threshold or Advanced level most appropriate to the post and remove the other level from the Job Profile .</p>	X
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work	X
Uses a range of complex IT packages relating to area of work	X
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	X

Knows and understands how to use, interpret, handle and communicate information	X
<p>Knowledge of safeguarding and promoting the welfare of the child and young person- This requires knowledge of what harm or abuse is, recognising it and responding to it proportionately</p> <ul style="list-style-type: none"> • assessing risks and emotional resilience • synthesising and analysing information • reflecting and making informed judgements • acting within local procedures, arrangements and resources • aware of own limits and boundaries and others roles 	X
<p>Knowledge of Child and Young Person Development - Understanding and using knowledge of physical, intellectual, linguistic, social and emotional development of babies, children and young people</p> <ul style="list-style-type: none"> • observing, assessing and analysing developmental stages and their effects on behaviour • identifying and taking account of developmental delay and disability • taking appropriate account of diverse parenting approaches, family structures and behaviours 	X
<p>Knowledge in relation to Integrated Working- Working with others in the children and young people's workforce to put the child at the heart of decision making, offering help at the earliest point</p> <ul style="list-style-type: none"> • communicating well, sharing appropriate, succinct, objective information and analysis to aid joint decision making • being proactive, persistent and prepared to challenge and be challenged • knowing your responsibilities and others roles and joint procedures 	X
<p>Gather and share information appropriately to ensure the safety and well being of children and young people</p> <ul style="list-style-type: none"> • knowing the limits of consent and confidentiality • distinguishing fact from opinion, appraising information and identifying gaps • being open and honest about information sharing with children, young people and their families. • Writing reports clearly and ethically 	X
Knowledge of and able to apply anti discriminatory practice and approaches in their day to day interaction with colleagues and clients, challenging bias, prejudice and intolerance.	X
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.	
Minimum of 2 years continuous experience of working with children, young people & families including evidence of case holding experience.	
Relevant professional qualifications requirement: Will be used for shortlisting	
NVQ 3 or Diploma 3, in Health & Social Care, including knowledge regarding children's	

development, or equivalent child related qualification GCSE English and Maths or equivalent. IT literacy.		
Core Employee competencies to be used at the interview stage.		
Carries Out Performance Management		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Must be able to work evenings, weekends and bank holidays as required by the needs of the service.		
Special Conditions:		
You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
Compiled by: Date:	Grade Assessment Date:	Post Grade: 7

Early Help Gateway Officer

Band 7 £21,166 pa - £23,836 pa (Pro rata for Part Time Posts)

1 x 37 hour post & 1 x 18.5 hour post

Established

Based at Sir Henry Mitchell House

The Code of Practice on the English language requirement for public sector workers, Part 7 of the Immigration Act 2016 requires that Councils ensure that all candidates applying for customer facing posts must be assessed in order to establish their fluency in English.

The criteria under special knowledge and experience on the job profile which is shown in this advert outlines what level of fluency you will be expected to demonstrate. Therefore, it is essential that you provide examples in your application.

We have vacancies at the Early Help Gateway/Integrated front door for Early Help Gateway Officers

The role of gateway is to be the first point of entry for families and other services to access targeted early help support.

Gateway is a fast pace working environment and consists of the following key elements-

Presence at the integrated front door working alongside social work colleagues at the first point of entry for all children's social care enquiries-

- Processing referrals into the integrated front door using Signs of Safety methodology-this involves using initiative and analytical thinking to identify need in relation to where a referral needs signposting to in order to receive the appropriate support
- Liaising with partner agencies-including health, education, police, social work teams and early help hubs
- Receiving, analysing and recording information on IT systems
- Contributing to the development of the integrated front door and the role of early help within this- this is an exciting time to be part of the front door as we develop our response to children and families

You will need -

- A relevant qualification - NVQ 3 (prior to 2011) or Diploma 3 in Health & Social Care or Children & Young People or equivalent. At least 2 years' experience of paid working with children and families.
- The ability to work at pace with attention to detail and consistency ensuring quality and compliance is met in all the work you undertake
- Well-developed communication skills, written and verbal and experience of using IT systems
- You will need to be an effective communicator with family members who are in crisis and be able to work in an open and honest manner with service users including children
- Good working knowledge in relation to thresholds for child protection/child in need
- An engaging and flexible approach to your work.
- To be able to work as a team in a multi - agency environment

The role in gateway is ever evolving and therefore an exciting time to be part of the development of the delivery of targeted early help and integrated front door

You will receive-

Induction and support with regular informal and formal monthly supervision

An opportunity to work as part of a newly restructured integrated front door seeking to work in creative ways with children and families.

Opportunities to in a multi-agency environment with colleagues from education, police and health who will offer support and guidance on a day to day basis

You will be a member of a supportive team with varied work experiences and skills and will need to have the resilience and sense of humour needed to work in a busy and ever changing environment.

If you require further information or would like to visit before applying please contact Jody Shuttleworth 01274 436664 or email jody.shuttleworth@bradford.gov.uk

An enhanced disclosure check with the Disclosure and Barring Service will be undertaken for this post.

Closing Date: 15th May