

Job Description



Job Title: Early Help Information and Referral Officer	Service Area: Early Help
Division/Section: Brighter Futures	Job Number: Job Evaluation Number: 5496 June 2020
Grade: Scale 6 – SO1	Date last updated: June 2023 Date of last Evaluation: June 2020

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

As a member of the team to provide an effective and efficient service processing referrals to community early help providers and recording actions in our case management database To provide administrative, clerical, and ICT support.

Job Context

1. The postholder reports to Early Help Hub Manager
2. The postholder has no line management responsibility.
3. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. 1 To process all enquiries, early help referrals and service requests accurately and promptly. To decide in non-complex cases whether referrals to the department are (i) eligible to receive a service or (ii) should be referred to another Council department or external agency or (iii) require no further action. In complex cases to seek guidance from the Early Help Hub Manager.
2. To respond politely, efficiently and sympathetically to enquiries from professional organisation, e.g. East Ham Family Hub, Health, Police, Probation and the Courts and from members of the public. To actively listen in order to assess and clarify the needs of the enquirer.
3. To handle difficult or sensitive enquiries effectively using listening and rapport building skills.
4. To undertake follow-up action liaising with departmental, council and external colleagues as necessary.
5. To deal with difficult clients including controlling difficult conversations communicating effectively with enquirers who have varying needs and requirements.
6. To undertake clerical, administrative and ICT data loading duties within the office including maintenance of files and records, record keeping, answering telephone calls from the advice line, enquires via the East Ham Hub email account, prepare the agenda and minutes for the EHSC panel.
7. To maintain a range of information and forms for use by service users and the service.
8. To collect and collate information needed for monitoring the effectiveness
9. To operate Azeus in terms of search and adding facilities, recording all relevant referrals to the department. Maintaining information systems in order to participate in the completion of statistical records.
10. To write and send acknowledgements and other letters as appropriate.
11. To adhere to service standards and apply departmental eligibility criteria in a fair, reasonable and considerate manner – operating with diplomacy, initiative, resourcefulness and resilience in an environment that is both stressful and demanding.

12. To keep accurate up-to-date and accessible records of a range of provisions including community groups and statutory and voluntary services.
13. To ensure public information is up to date and provided to service users in a timely fashion.
14. To make a positive contribution towards the achievement of corporate, departmental and team objectives, including applying policy and procedures.
15. To keep up to date with organisation policy and legislative changes in order to provide up to date information to service users e.g. Data Protection Act and Policy on confidentiality.
16. To arrange meetings for team members as required ensuring that the necessary preparation is completed.
17. To deal sensitively with callers who may be distressed and disorientated.
18. To take minutes and follow up promptly and efficiently.
19. To operate and use effectively information technology systems including a variety of computer programmes and systems.
20. To comply with the department's and council's policies and procedures and ensure confidentiality of service user information, complying with the requirements of the data protection act and other legislation/regulations.
21. To work flexibly across the department as required in order that essential/priority tasks are covered and dealt with, bearing in mind the differences of service user needs.
22. To attend supervision sessions, attend meetings and courses as directed whenever necessary.
23. To liaise with staff on all departments, external organisation or service users and/or their representatives.
24. To produce and send letters requesting information from service users and other professionals, chasing up delayed response and collating agency checks for files.
25. Such other duties, within the competence of the postholder, which may be required, reasonably from time to time.



Person Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: Appreciation and understanding of ethnic and Cultural diversity, Information and Computer Technology.	Application Form/Interview

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QUALIFICATIONS: No essential qualification	N/A
CRB / DBS Subject to an enhanced DBS check.	Processed upon appointment
EXPERIENCE: Experience of administrative/clerical work or demonstrable equivalent knowledge and understanding of office procedures within a busy land sensitive public environment. Experience of dealing with the public. Experience of navigating and adding to ICT Systems.	Application Form/Interview Application Form/Interview Application Form/Interview
SKILLS AND ABILITIES: Literacy and numeracy of a level sufficient to draft Routine letters and deal with routing financial Matters accurately and efficiently. Ability to carry out a variety of routine office tasks, Particularly the maintenance of a variety of records/ Client, record systems, ICT skills.	Application Form & Interview Application Form & Interview

<p>Ability to communicate effectively and sensitively Face to face by telephone and in writing with colleagues and the public</p>	<p>Application Form and Practical assessment and Interview</p>
<p>Able to assimilate Information quickly by telephone and in writing or On paper and work as a team.</p>	<p>Application Form and Practical assessment and Interview</p>
<p>Ability to understand And produce statistical reports on service activity and Financial activity.</p>	<p>Application Form and Practical assessment and Interview</p>
<p>Ability to work co-operatively and flexibly, as part of a team.</p>	<p>Application Form and Interview</p>