



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Contact Officer (ISIT)

GRADE: Band 5

RESPONSIBLE TO: Senior Practitioner - Integrated Safeguarding Intervention Team

RESPONSIBLE FOR:

Overall Objectives of the Post:

To receive and handle all initial Children and Families Social Care contacts and referrals entering the Integrated Safeguarding Intervention Team (ISIT) via telephone or written communication, recording the information accurately on the children's social care record system. To prioritise the most vulnerable and at risk, recommend appropriate advice and action, escalating to social workers for advice as necessary, to ensure all contacts are sign posted to or transferred to the appropriate service or person for action.

Key Tasks of the Post:

1. To deal effectively with all initial enquires coming into the service.
2. To provide advice, guidance and prompt, high quality responses to all enquires.
3. To demonstrate a clear understanding and application of the threshold criteria and safeguarding risks as defined in legislation and local policy.
4. To gather and record highly sensitive and confidential data on the social care recording system, collating key information relating to Children's Social Care and Safeguarding.
5. To use knowledge, skills and initiative to elicit comprehensive details from the referrers and pursue key lines of inquiry to gather relevant information at the first point of contact.
6. To take ownership of all enquires and provide feedback on the progress and outcomes to partner agencies, professional organisations and members of the public as appropriate and in line with policy.
7. To ensure inappropriate contacts and queries do not progress to social workers and appropriate advice, guidance and sign posting is undertaken at the initial point of contact.
8. To progress appropriate contacts quickly and effectively ensuring a professional decision is made by the relevant social workers within the set time scale.
9. To seek advice and guidance from Social Workers and partners in response to contacts and queries as and when required.
10. To provide basic advice and guidance to professional referrers regarding the appropriate contacts into Children and Families Social Care.
11. To provide verbal feedback and advice to referrers regarding the action taken over their referral, and to confirm this in writing, including informing them when the outcome has been signposting to another agency.
12. To ensure contacts that do not meet the threshold for children and families social care but do require signposting to other services are progressed as directed by the Social Worker.

13. To deliver a proactive professional customer service which is commensurate with the values and principles of putting children, young people and families at the heart of everything we do.
14. To undertake such other duties as are within the scope of the job purpose, the title of the job and its grading.
15. To undertake, at the direction of your line manager, responsibility for the oversight and delivery of key management systems in order to ensure that data quality standards and priorities are achieved.
16. To take part in and prepare for supervision and annual appraisal with your line manager as per the organisations policies.

All employees have a responsibility to attend and undertake team meetings, personal and professional development, communication sessions and training as required. They also have a responsibility to help, where appropriate and necessary, with the training and development of fellow colleagues.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: DG/CL

Date: 8.11.19