|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | Early Help Triage Worker |
| **JE Reference No** | N9890 |
| **Grade** | Grade 8 |
| **Service** | Children & Young People’s Services |
| **Service Area** | Early Help Inclusion and Vulnerable People; One Point and and Think Family Service |
| **Reporting to** | Early Help Triage Worker will be directly accountable to the First Contact Team Manager |
| **Location** | Your normal place of work will be Parsons Court, Newton Aycliffe, but you may be required to work at any Council workplace within County Durham. |
|  | |
| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
|  |  |

|  |
| --- |
| **Description of role** |

The Early Help Triage worker will work as part of the First Contact Team to ensure Families get the right help from the right service at the right time.

|  |
| --- |
| **Duties and responsibilities** |

* To offer information, advice and signposting to parent/carers, family members and professionals who have requested Early Help and support.
* To triage notifications and enquiries received from Police, contact parents to offer information advice, offer of support from early help services or signposting for enquiries which do not meet a statutory service threshold.
* To support professionals from a range of services across Durham in the use of the Durham 0-19 Levels of Need document, offer advice and guidance where a TAF needs to be an initiated.
* To ensure that contact and enquiries for early help are triaged in a timely way and in accordance to local and national agreed timescales.
* To actively contribute to the ongoing development of Durham’s First Contact/MASH Service. Participate in team meetings, supervision sessions and training where appropriate.
* To work as a member of the team and communicate effectively with colleagues.
* The post holder will support the Manager in providing safe service delivery including screening, advice, information, triage and management of risk.
* To ensure that conditions of work and the environment comply with Health and safety legislation.
* Undertake any other such duties assigned by the Director of Children and Young People’s Service or duly authorised officers.
* **Effective engagement with service users**
* To provide opportunities for service users to receive information, advice and signposting to support services across Durham;
* To develop opportunities for service users to contribute towards delivery of the service and team objectives as appropriate;
* To build, maintain and develop links into a range of service across Durham to ensure effective signposting for families to right services to meet their support needs.
* **Safeguarding and promoting the welfare of vulnerable people / children.**
* To contribute to appropriate triage and identification of risk and alert relevant Social Worker or Early Help Practitioner to concerns about safety or welfare of children;
* To contribute to the appropriate use and governance of information and data to support decision making;
* To make considered judgements about how to act to safeguard and promote the welfare vulnerable persons;
* To provide safe service delivery and contribute to assessment and management of risk.
* **Supporting and promoting transitions**
* To promote and operate effective cross-agency referral processes;
* To promote organisational procedures and relevant legal frameworks as well as appropriate referral routes within and across agencies;
* To maintain an understanding of service user’s requirements in managing transitions.
* **Multi-agency working**
* To actively promote effective communication and cooperation with other practitioners and agency professionals;
* To contribute to timely, appropriate and succinct information to enable positive integrated working and cross agency arrangements.
* **Sharing information**
* To promote the Information Sharing agenda within the context service user’s wellbeing and safety;
* To maintain a knowledge of current legislation, Data Protection and the common law duty of confidentiality;
* To maintain an understanding of the way in which partner services operate in order to be able to work effectively in partnership.

Any other duties, commensurate with the grade.

|  |
| --- |
| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Level 3 Health & Social Care or equivalent | * Degree in Social Work or equivalent relevant qualification e.g. teaching, nursing, youth work |
| Experience | * Significant recent experience (i.e. within the last 12 months) of direct work with young people and their families. * Working constructively and co-operatively with colleagues and other agencies to meet service objectives. | * Range of Social Care Services provided to children, young people and their families. |
| Skills & Knowledge | * Good team worker. * Reliable/dependable. * Caring and non-judgemental. * Able to work intensively. * Flexible approach to work. * Prepared to undergo and show a commitment to future training and development. * Flexibility in working arrangements. * To accommodate changes in work patterns at short notice. * Knowledge of legislation and standards relevant to the post, e.g. Children Act 1989, * Knowledge of Government initiatives relevant to this area of work. * Knowledge of research on children in need, including child protection issues. * Knowledge and understanding of child and adolescent development and in particular issues related to promoting the welfare of and protection of children and young people. * Knowledge of Children’s Rights legislation, including the UN Convention on the Rights of the Child. | * Knowledge of a range of early help services * Knowledge of procedural framework. * Good understanding of 0-19 Levels of Need document * Understanding of the processes of managing change. * Up to date knowledge of relevant Children’s legislation, Green Papers, regulations and guidance, particularly in relation to services for children in need. * Understanding of “Best Value”. * Understanding of performance management. * Understanding of managing change. |
| Personal Qualities | * Enthusiastic and innovative approach to work. * Works well under pressure. * Integrating evidence based practice in all areas of work. * Commitment to creating an environment that promotes equality and diversity. * Commitment to working with children, young people, their carers and families in an empowering and non-judgemental way. * Commitment to achieving positive outcomes and promoting the welfare and safety of children and young people. |  |