

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			712131
Job Title	Service Delivery Officer: MASH & R&A		
Service	Children's Services	Team	Service Delivery
Location	Shute End and Flexible working		
Reports to	Team Leader		
Responsible for	Not applicable		
Grade:	Type of position:		Hours per Week:
G5	Permanent		37
<p>This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.</p>			
<u>Service Purpose</u>			

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1. Provision of high quality and effective services to children, young people, and families.
2. Provision of effective and high-quality Safeguarding services for children and young people at risk of harm.
3. Delivery of high-quality support and challenge to schools, recognising the Council's enduring responsibility to promote the best outcomes possible for its children and students.
4. Assurance that the Council is effective, ambitious, and successful as a Corporate Parent to the children and young people in its care.
5. Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes.
6. Delivery of effective and efficient services offering good value for money
7. Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member

Purpose of the role

Summary

The postholder will:

- Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus and emphasis in supporting the Multi Agency Safeguarding Hub (MASH) and Referral & Assessment (R&A) teams.
- Provide an excellent standard of service to children, young people, and families in their interaction with Children's Services.

The post holder will interface directly with management and officers across the Directorate and wider Council. In addition, the postholder will interact with members of the public, statutory and wider partner agencies including Schools, Health, and Police.

Main Accountabilities

1	Support the effective and efficient delivery of statutory provision across the Children's Services directorate with a particular focus and emphasis in supporting the Multi Agency Safeguarding Hub and the Referral & Assessment teams.
2.	Using their professional knowledge of Children's Services answer safeguarding phone-calls, process all referrals (contacts), and service requests accurately and promptly within statutory timescales. To screen 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 seek guidance from qualified social work staff on the appropriate action.

3.	Complete all MASH checks received by Duty and complete S47 and S17 multi agency checks.
4.	Collate, prepare and circulate meeting papers. Record and/or minute statutory meetings for example Strategy and Exploitation & Missing Risk Assessment Conference (EMRAC) meetings. Ensure all actions are recorded and follow up on actions as appropriate to support the service to meet statutory timescales.
5.	Liaise with internal and external stakeholders including parents/carers, schools and other professionals and issue high quality written correspondence in line with statutory requirements and internal processes. For example, preparing case notifications and closures and legal documents.
6..	Support the service to ensure all documentation and information including National Alerts are recorded on the required systems. For example, on MOSAIC, NEC DM and Capita One.
7.	Provide proficient and effective high-quality support to the service including responsibility of managing the mailboxes and responding to correspondence as appropriate.
8.	Proactively manage the team diary, arrange meetings and book appointments. To act as a focal point for the team and keep updated of all staff movements.
9.	Raise purchase orders, determine budget requirements, select supplier, and gain approvals from the budget manager. Manage cash and payment cards and ensure records are reconciled.
10.	Coordinate and provide administrative support in the delivery of responses to Freedom of Information (FOI) and Subject Access Requests (SAR) to ensure statutory timescales are met.
11.	To establish and maintain Business Support procedures.

12.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which will become known to you in the course of your work.
13.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a "buddy" to new members of staff.
14.	The postholder maybe engaged in other duties as delegated by their line manager as deemed appropriate to the grade including supporting other statutory services within the directorate.
15.	Responsible for own continuous professional development.

Supervision Received	Supervision will be provided on a regular basis by the line manager.
Supervision Given	Not applicable.
Contacts & Working Relationships	The postholder will liaise with families and work with management and front-line teams and Officers across the Directorate and the wider Council. In addition, they will develop and maintain a range of contacts and working relationships with external Partners, for example Police, Health and Schools.

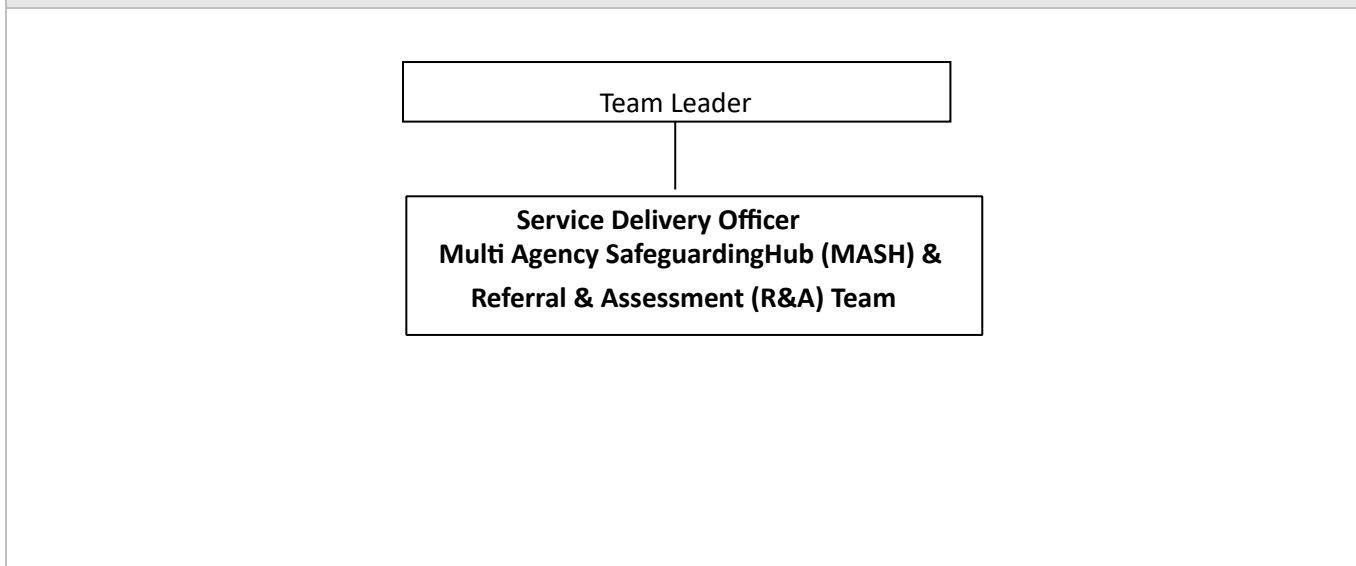
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Management of resources or budget	Not applicable.
Special Factors	<ul style="list-style-type: none"> A basic DBS check will be required for this post. Understand and follow data sharing and confidentiality boundaries

Person Specification

Qualifications	Essential	Desirable
5 x GCSE equivalent or above	√	
Technical Skills.	Essential	Desirable
Excellent IT skills, proficient in Microsoft Office (Outlook, Teams, Word & Excel)	√	

Organisation Chart



Knowledge	Essential	Desirable
Children's Services		√
Local Government		√
Experience	Essential	Desirable

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High level of administrative/organisational and analytical skills.	√	
Record/Minute taking	√	
Professional, attentive and at the same time have an understanding and empathy of the families' circumstances.	√	
Excellent written and oral communication skills with the ability to build sound relationships with officers, partners and families adapting styles to different situations.	√	
Completed by:	M Beresford	Date: September 2024

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