



Job Description

Referral and Advice Officer

Job Details	
Grade	C
Department	Children's Advice and Support Service (CASS)
Reporting to	Team Leader

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.



- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Overview of the role:

To receive all new requests for services for children and families. Use relevant telephony systems and email systems and provide a responsive service.

To work with CASS managers/social workers to identify levels of need and record high quality information in relation to the referred customer.

To provide high-quality information and advice to the person requesting a service at all levels of need within Right Help Right Time guidance. Immediate safeguarding concerns are recognised without delay and promptly progressed by CASS.

Children have access to Early Help services in a timely manner across the range of partners within the Front Door

Key Responsibilities:

- To receive telephone referrals and identify levels of all of need using Right Help Right Time guidance whilst supported by the CASS Social Work/Family Support Teams.
- To provide information/advice to professionals and members of the public both over the phone, and in writing where appropriate.
- To gather and record demographic and factual information in relation to referral requests making full use of Children's Social Care's record management system Eclipse and other databases.
- To maintain up to date records, ensuring accuracy in respect of the Eclipse record management system.
- To liaise with referring professionals, parents/carers and CASS partner organisations as required.
- To use effective communication skills to enable callers to explain their needs and offer appropriate solutions.
- To signpost callers/referrers to other Early Help services/organisations who can offer appropriate



support.

- To contact families to offer Early Help Support as required.
- To take a child centred approach when supporting professional/families who contact CASS.
- Regularly supervised with work checked by supervisor.
- Left to work within established guidelines subject to scrutiny by supervisor.
- Plan own work to ensure the meeting of defined objectives.

Special Conditions:

- This vacancy is exempt from the Rehabilitation of Offenders Act.
- Due to the requirements of the CASS service post holders are required to work fixed hours Mon-Thurs 8.45am-5-15pm and Fri 8.45am-4.15pm.
- Referral and Advice Officers are currently are working a mixture of home and office working. New recruits will however be required to undertake initial office based training for this role.

Key Information

Is a Safeguarding Check needed? (*DBS and Experian background checks*)

Dropdown Options:

Not Required	
Required	x

If Required, what type:

	Children	Adults	Children and Adults
Basic			
Enhanced			x



Will this position have Line Manager responsibility?	Dropdown Options: <table border="1"><tr><td>Yes</td><td></td></tr><tr><td>No</td><td>x</td></tr></table>	Yes		No	x
Yes					
No	x				





Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Essential	Method of Assessment (M.O.A)
Qualification	Willingness to undertake relevant training in order to comply with the requirements of the post.	AF/I
Experience	Experience of working in a role where children's social care, family support or early help is a key element	AF/I
Experience	Experience of handling information and accurate data input	AF/I
Experience	Experience of communicating with professionals and members of the public by telephone and in writing	AF/I/P
Skills	Demonstrates accurate and speedy computer data inputting skills	AF/I
Skills	Ability to work a part of a team showing flexibility in duties undertaken	AF/I
Skills	Take responsibility for organising and managing own workload and meeting performance targets in a fast paced environment	AF/I/P
Skills	Demonstrates excellent verbal, written and customer service skills and has the ability to read and comprehend written materials/instructions easily	AF/I/P
Skills	Knowledge or an understanding of relevant Safeguarding and	AF/I



	Early Help frameworks/procedures and how these protect and support families e.g. Right Help Right Time (RHRT)	
Skills	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	AF/I/P
Training	Willingness to undertake on-going continuous professional development (CPD), participate in supervision and team meetings.	AF/I

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

