

Job Family:	Delivery – Front Line – Process knowledge	Grade:	7
Job Title:	CONTACT AND INFORMATION REFERRAL OFFICERS – MASH (CRIO)	Directorate:	People Directorate - Children
Date:	20 February 2017	Version:	1:1

Brief Description of job role and department

MASH is a screening, information and co-ordinating process only. It is not a case holding team.

The MASH is a partnership of agencies that have a duty to safeguard children and who have agreed to share information they have on families and children and work within an integrated team, in order to improve decision making whenever there are concerns about a child.

The MASH aims to ensure that:

- All safeguarding referrals are dealt with in a timely and effective manner
- Decisions on referrals are of a high quality following good information sharing from agencies
- Thresholds for services are consistently applied across agencies
- Families are referred on to the most appropriate service at the first point of contact
- Partner agencies are confident that they can share information safely and securely
- Sharing information outside of MASH is a controlled activity done only with the agreement of the relevant agency
- Decision-making for families is streamlined and transparent
- Information is gathered from additional sources in order to best inform decisions made about the welfare and safeguarding of a child/young person

Intelligence on community-based risk held by individual agencies is shared and analysed at an appropriate forum, to ensure a multi-agency response to that risk.

This is a non-social work role to work with partner agencies, including the voluntary sector, to gather information related to children and families, undertaking high quality assessments of need and risk, and making recommendations for appropriate service delivery.

You will work within the People Directorate – children's services.

Representative accountabilities

- Regularly communicate with internal customers to share information and build working relationships to support collaborative working.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

Accountable to Team Manager

Budgetary accountabilities

- None

Specific accountabilities

- Accountable to the assistant team manager and Team manager of the MASH, with recommendations as to how to progress the information. Final decisions will be made by the qualified social workers i.e. ATM and Team Manager
- Accountable to the MASH Governance Board via high quality service delivery
 - The CRIO is responsible for gathering information, working with partner agencies, undertaking high quality assessments of needs and risks and making recommendations.

- The CRIO will follow the correct pathways to process child protection cases and cases that are already opened on the systems either at level 2 or level 3.

In relation to a Level3 open case, the CRIO will create a contact and upload the report/referral onto ICS, flag to the Management Team and then reassign the contact to the allocated team tray as directed.

The CRIO will flag to the Management Team any contacts that relate to cases closed in a Level 2 or 3 Team less than one month previously.

The CRIO will complete a brief summary of case history on closed/new cases only and this will include information on:

any assessment previously completed the reasons for the referral
any history of child being subject to a child protection plan with specific dates any history of child being looked after with specific dates
any history of any previous involvement with services
any provision of information and advice with specific dates

The CRIO will record the contact source and reasons accurately and consult the Social Worker or Team Manager if clarity is required.

The CRIO will update the case file if new information is obtained via the contact - e.g. telephone number or family member detail and relationships etc.

To undertake the role of duty worker for MASH, as required by the Team Manager/Line Manager

To attend team meetings, service meetings and to assist in the development of team and service objectives.

To be available for supervision arranged by the Team Manager/Line Manager.

To refer children and young people and their families to appropriate specialist services, in order to meet their needs.

To ensure that the service meets their physical, emotional, cultural religious etc, needs of children and their families.

To pursue national and local performance targets, established to maximise the life chances of children and young people, as directed by line management and the department's performance management team.

To be able to communicate at a high level of competence via telephone and written communication

Role Profile - Details Specific to Job Family

These roles would be regarded as "front line" service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

Role Profile - Details Specific to Grade

Roles requiring a level of process expertise to deliver an advisory service.

Person specification (knowledge, skills, experience and behaviours required in the role)

Applicants must have the ability to multi-task and a willingness to learn.

Working as part of a team you will form part of the front line which is the first point of contact for referrals coming into Children's Social Care.

- Children's Social Care background and experience NVQ level 4 SW degree, DipSw, CQSW, CSS or recognised equivalent. (This role does not require you to be a qualified social worker)
- Up to date knowledge of relevant legislation, related statutory regulations and guidance, child development, research and different methods of intervention. (Relating to the service area in which the job role is placed)
- Able to assess and analyse the needs of children and young people and their families and using excellent written and verbal skills; in order to assess and recommend services for children and young people that meet their assessed needs.
- Have effective written and verbal communication skills. Use of good English language to produce high quality reports.
- An ability to develop and maintain effective relationships with children, young people and their families, and professionals
- Able to maintain accurate and up-to-date records on children.
- Able to make use of learning opportunities to keep up-to-date with latest relevant research findings and practice developments and to incorporate into practice.
- Able to provide a service that is culturally sensitive and empowering for all service users.
- Able to manage contacts which can present challenging and disturbing aspects.
- Able to organise and prioritise own workload (with appropriate supervision), to meet deadlines and complete tasks.
- Able to work as part of a team, be able to demonstrate effective working across agencies, partnerships and other professionals.
- Ability to pass on knowledge and experience to other professionals, use initiative and act independently.
- Engage in supervision and appraisal, undertake appropriate training and to learn new methods of intervention.

Punctuality is a key requirement as telephone calls need to be answered between the hours of 9.00am – 5.00pm. Experience of working within Children's Social Care and an understanding of safeguarding is desirable.

Some knowledge of Children's Social Care.

Promote and apply diversity and equal opportunities, anti-discriminatory practice in all areas of the workplace, including practice and service delivery.

You will be expected to use IT as a normal day-to-day part of your duties and to be willing to learn the systems used in Sutton.

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.
- Undertake other duties commensurate with the post as required by a Manager.