

Children's and Families

4 borough Children's Emergency Duty Team Data Officer Job Description and Person Specification

March 2016

Job Description

Job Title:	4 boroughs Children's Emergency Duty Team Data Officer
Department:	Children and Families
Function:	CPAT
Team:	Children's EDT
Post number:	CT0705
Grade:	LBR6
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours per week
Base location:	Lynton House, Ilford, IG1 1NN
Reports to: <i>Job title</i>	EDT Service Coordinator
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion.
Role purpose and role dimensions: <i>Overview of the job</i>	To provide support to the Children's EDT Service Co-ordinator: To organise staff rotas, training, team meetings and performance appraisals To provide other finance and administrative support. To fully undertake the arrangement and co-ordination of all recruitment campaigns.
Key external contacts: <i>Organisations</i>	4 commissioned Local Authorities Service Manager leads, commissioners, ICT, ICS, MASH staff, call centre managers, Social workers and Team Managers.
Key internal contacts: <i>Job titles or groups of staff</i>	Redbridge ICT, ICS, HR, Legal, Internal Audit, MASH Managers, Social Workers.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Responsible for the £50 float money given to each permanent and bank Senior Practitioner Social Worker. This includes filing spent floats and reimbursing spent float money.
Key areas for decision making:	The Data Officer is responsible for the day to day running of the EDT service by ensuring the rota is maintained and staffed, the daily handovers from Senior Social Workers has followed the EDT process and procedures and the service data is collated into a report format for the EDT Service Manager.

<p>Other considerations: E.g. working patterns</p>	
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<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>Liaise with professionals from all areas of the four commissioned Local Authorities such as HR, ICT, ICS, Legal and Internal Audit.</p>	<p>This will involve: The Data Officer is required to have a high standard of written and spoken English to deal with enquiries from professionals, commissioners and social work senior staff. The Data Officer is required to liaise with internal staff in Redbridge and staff in the London boroughs of Barking and Dagenham, Havering and Waltham Forest.</p>
<p>To produce a data report for the EDT Board and commissioners.</p>	<p>This will involve: Requesting the required data information from the Redbridge protocol team in a timely manner for the EDT board. Translating the data into table formats to demonstrate the volume of type of work undertaken in the service. To submit this work to the EDT Service Manager to present at the EDT board meetings.</p>
<p>Contribute to the development of systems to support the social work process.</p>	<p>This will involve: Developing and maintaining a spreadsheet of all planned work requests and outcomes and provide a report of the work undertaken. To undertake the arrangement and co-ordination of recruitment campaigns including the preparation and submission of all documentation including interviews.</p>
<p>To organise staff rotas, induction, training, team meetings and performance appraisal. To organise each team's rota in conjunction with the two practice managers, ensuring adequate cover for both teams and drawing on bank staff for cover as required.</p>	<p>This will involve: Scheduling the permanent senior practitioners and practice managers into the rotas for Team 1 and Team 2. Seeking bank Senior Practitioner cover for filling shifts due to vacant posts, sickness and annual leave. Collating the rotas and sending them out to all EDT social work staff, practice managers, principle managers across the 4 Local Authorities and the 4 call centres.</p>

<p>Manage the training log for both teams and organise staff training as requested by the Service Manager or Practice Managers. Arrange on-going training on the various social care databases required by staff within their team.</p>	<p>This will involve: Making contact with trainers and coordinating diaries of the senior social work team and service manager. To arrange staff attending the 4 Local Authorities for ICS training and support in the MASH teams. Building relationships and networking with staff in the respective ICT and ICS teams.</p>
<p>Direct support to the Practice and Service Managers to ensure the smooth running of the service.</p>	<p>This will involve: Liaise with the practice managers to ensure that annual performance reviews are scheduled for all staff. Arrange, minute and participate in EDT team meetings on a monthly basis. To be trained and competent on the 4 Local Authority Integrated Children's Systems to support the Service Manager with any handover queries or case concerns. To lead on collating and sending the weekly duty information (foster carer lists, back up manager lists etc.) for the four Local Authorities. To perform any other duties appropriate to this area of work and consistent with the level of the post, as may from time to time be required. To represent or deputise for the EDT Service Co-ordinator at his/her request. To provide cover for other similarly agreed post holders in their absence where necessary. By personal example, commitment and clear action, value and celebrate the rich diversity of the communities we serve, ensuring equality of access and treatment in employment and service delivery.</p>
<p>General accountabilities and responsibilities</p>	
<p>Green Statement</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
<p>Data Protection/Confidentiality</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
<p>Conduct and Whistleblowing</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	This will involve: <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	4 boroughs Children's Emergency Duty Team Data Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Educated to degree standard	A	3
	Relevant administrative/IT qualification or equivalent experience.	A	3

Minimum experience/ knowledge/ skills:	Experience: Experience of data analysis and report writing	A-I	3
	Experience of working in partnership or multi-agency context	A-I	3
	Experience of delivering a range of complex administrative tasks	A-I	3
	Experience of financial administration	A-I	3
	Knowledge: Knowledge of relevant software packages (e.g. Microsoft Outlook, Excel, PowerPoint) and those available in council offices such as 'Care First' and Agresso	A	2
	Knowledge of issues around confidentiality and data protection	A-I	2
	Knowledge of Health and Safety at Work Legislations and Regulations	A	2
	A basic understanding of the role of partnership agencies (Police, Primary Care Trust, Probation Service, Voluntary Sectors and Local Authority)	A-I	2
	Understanding of stakeholders' needs and concerns	A-I	2
	Awareness of the importance of quality customer orientated service in the public sector	A-I	3
	Skills: Good oral and written communication skills	A-I-T	3
	Good presentation and organisational skills	A-I	3
	Accuracy with numbers, attention to detail and other information	A-I-T	3
	Ability to supervise, motivate and develop other staff members	A-I	2
	Ability to prioritise and effective time management skills	A-I	3
	Computer literate	A	2
	Ability to write reports and work to tight deadlines	A-I	3
	Good team player	A-I	2
Minimum competencies: Customer service			
Communicating and influencing others			
Working together			

Analysis and judgement			
Planning, organising & achieving results			
Adaptability			
Leadership and managing people <i>(for those with line management responsibility)</i>			
Strategic perspective <i>(for senior management posts)</i>			
Special conditions:			
Signature of Employee:	Name:	Date:	