

Job description

Job title		Families First Service Co-ordinator			
Service Area		Children & Families	Function		Children & Family Services
Team	Families First	Post number	S003804	Grade	LBR10
Reports to		Assistant Director of Children Social Care			
Purpose of job					
<p>The post holder will:</p> <ul style="list-style-type: none"> • Take the lead role in developing and implementing data collection, analysis and reporting on the Teams performance directly to the Heads of service. • Be responsible for maintaining the operation of the service and providing guidance and support to all staff, Managers and Heads of service. • Lead on the development of the Child Protection & Assessment Team suite of reports as determined by Senior Management and identify themes/patterns/trends in relation to contextual safeguarding concerns. • Be responsible for developing and delivering bespoke non -professional training for the Child Protection & Assessment Team. • 					
Major duties and responsibilities					
Child Protection & Assessment Team Performance					
<ul style="list-style-type: none"> • To manage the data collection, analysis and reporting for each team as required via the Protocol database including liaison with the Protocol team. • To prepare and present monthly performance reports to the Service Manager/HOS/MASCE identifying any emerging contextual themes across the service. This includes making recommendations and implementing service change. • To manage the arrangements for the weekly Youth Crime Intelligence Hub and Managers Meeting, including minute taking and following up outstanding actions. • To promote the Child Protection service across all Children's Services. • To manage all complaints, MP and Councillor enquiries including drafting responses for the managing director of children's Services. • To manage all Freedom of Information requests for sign off by the managing director of children's services • To be responsible for staff induction including New User processes and ensuring IT equipment is fit for purpose. • To maintain all process and procedures required for service operation. • To liaise directly with the Team Managers and HOS to identify and resolve operational issues • To take the lead on service user feedback and liaising directly with service managers and HOS. • To manage the Legal Framework for Public Law Outlines cases. • Arranging, facilitating and attending a range of meetings and panels, taking minutes and following up actions. • Managing the annual service plans, ensuring they are on target. 					
Staff Training					
<ul style="list-style-type: none"> • To be responsible for training Children's Services staff to promote the CPAT Agenda. 					

- To be responsible for training Children’s Staff on the Public Law Outline cases.
- To be responsible for developing and delivering bespoke non-professional training in line with the Child Protection & Assessment Team needs.

Staff Management

- There may be occasions when this role will require supervision of less experienced staff.

Information Governance

- To be the Children and Families Management Team representative for the Children and Families Information Governance Board and lead officer across the Service on all Information Governance issues

Any other duties appropriate to this area of work and consistent with the level of the post, as may from time to time are required.

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Person specification

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<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2 = least important</i>					
Selection Criteria				A - I - T	Weighting
Education and Qualifications: <ul style="list-style-type: none"> • Educated to degree standard • Relevant administrative/IT qualification or equivalent experience 				A A	2 3
Experience: <ul style="list-style-type: none"> • Experience of data analysis and report writing • Experience of working in partnership or multi agency context • Experience of developing and delivering training packages • Experience of managing budgets. 				A - I A - I A - I	3 3 3
Skills: <ul style="list-style-type: none"> • Excellent spoken and written and communication skills • Good presentation and organisational skills • Accuracy with numbers and attention to detail • Ability to supervise, motivate and develop other staff members • Ability to prioritise and effective time management skills • Computer literate • Ability to write comprehensive reports and work to tight deadlines • Good team player 				A - I - T A - I A - I - T A - I A - I A A - I A - I	3 3 3 3 3 3 3 3

Knowledge:		
<ul style="list-style-type: none"> • Knowledge of relevant software packages (e.g. Microsoft Outlook, Excel, Power Point, Word, Power BI) and those available in Redbridge such as protocol and Agresso 	A	3
<ul style="list-style-type: none"> • Knowledge of issues around confidentiality and data protection 	A – I	2
<ul style="list-style-type: none"> • Knowledge of Health and Safety at Work Legislations and Regulations 	A	2
<ul style="list-style-type: none"> • Knowledge around The Children Act (1989), Assessment Framework, Working Together and Safeguarding Children guidance. 	A – I	2
<ul style="list-style-type: none"> • Understanding stakeholders’ needs and concerns as well as contractual requirements. 	A – I	2
<ul style="list-style-type: none"> • Awareness of the importance of quality customer orientated service in the public sector 	A – I	3
<ul style="list-style-type: none"> • Understanding of delivering a commissioned service and adherence to Service Agreements 	A – I	3