

Job Profile

Job Title: Screening Officer Multi Agency Safeguarding Hub
Job Grade: Level 2 Zone 2
Salary Range: £34,580 - £36,917

About Camden:

'Camden' is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. We are currently seeking a Screening Officer for Camden's Multi Agency Safeguarding Hub, to help deliver positive outcomes for children and young people.

About the role:

Camden provides a wide range of services to children and families ranging from preventative early help services to statutory intervention under child protection procedures. All requests and referrals for children's services are processed through the Children and Families Contact Service ("the Contact Service") which provides the single point of access to all children's services in the borough.

The Contact service is responsible for processing all referrals and requests for children's social care services, making decisions on the most suitable response based on the child's needs and the level of risk and passing on referrals to the most appropriate service.

The Contact service is made up of:

- The Multi-agency Safeguarding Hub (MASH), the multi-agency team that deals with all referrals where there are safeguarding concerns about the child, or the child is thought to be at risk of significant harm and where the case is likely to reach the threshold for a statutory social work service.
- The Early Help CAF team, the preventative service that deals with all referrals where there are lower-level needs that do not reach the threshold for a statutory social work service but where extra services are needed in order to meet the child's needs, support the family and prevent issues from escalating.

We take pride in getting it right first time and you will receive the training and support you deserve to help you deliver for this already first-rate service from day one. If you have the commitment, drive, and ability to deliver high service standards across the borough, then you are the person we are looking for.

Example outcomes or objectives that this role will deliver:

- Ensure services run smoothly by overseeing and developing of systems such as the inputting, gathering and quality assuring of information and data and working within specific timescales which the service are required to deliver.
- Adhere to the confidentiality and information sharing agreements and procedures within MASH.
- Screening and providing advice and support to customers and professionals as part of the front door service.
- Managing the service processes and identifying gaps, developing, and implementing a quality assurance framework and reporting this to the MASH Manager.

- Logging queries, information requests and complaints and providing timely and appropriate responses. This may require contacting others or researching readily available sources to determine the appropriate response.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.

About You:

The ideal candidate will have excellent communication and organisational skills as you will be representing the front line for all incoming call/correspondence for the MASH service.

You will provide service support to the team including processing all incoming referrals, including police reports, e-mails, faxes, CAF referrals and EDT reports. This involves creating people on the Mosaic system and ensuring information is up to date, creating CSF Contact Records and uploading referral documents, and checking and gathering information from key databases, including Residents Index and Impulse.

Technical Knowledge and Experience:

- Proven contact service knowledge within the sector
- Office administration experience in Mosaic, Outlook, word processing and resident's index is preferable but not essential
- Experience of working within the Children sector is ideal but not essential
- Good understanding of issues in relation to child protection and children in need
- Proven ability to listen and record sensitive information effectively
- You will be IT literate
- Ability to write reports and to present written and verbal information clearly and concisely in a variety of ways
- Ability to collate data and analyse the information in a clear and concise manner
- Able to be adaptable and embrace change as required by law and statutory guidance

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square.

People Management Responsibilities:

- Ability to work to deadlines, organise and self-motivate, and manage time effectively.
- You will report to the Team Manager of Mash

Direct Management Responsibilities

None

Relationships:

- Ability to work effectively with colleagues, other professionals, and service users
- Establishes a network of internal and external colleagues from whom to seek advice and expertise

- Engages positively with and contributes to organisational development

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview, or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG