

Job Profile Information: Screening Officer/Children & Families Contact Service - MASH & Early Help

This supplementary information for Screening Officer / Children & Families Contact Service - MASH & Early Help is for guidance and must be used in conjunction with the Job Capsule for Job family Social Care at Level 2 Zone 2

Camden Way Category Level 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

The team:

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.

Role Purpose:

- The post holder 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.
- Checking and gathering information from key databases, including Residents Index and Impulse.
- Screening of telephone calls.
- Processing all requests for information.
- Process CP-IS notifications.
- Screening all Missing Person Police Notifications, and liaising on a daily basis with Police, Children's Society and the MASE Analyst.
- Work closely with other departments including OFSTED, CAF/CASS, Local Authorities, Health, Legal, Records Management, Archives and MASH partner agencies.
- Process LADO referrals.
- Deliver excellent front line customer focussed services and assist in getting it right first time.

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

People Management Responsibilities:

- Ability to work to deadlines, organise and self-motivate, and manage time effectively
- Coordinating work patterns, rotas, bookings, events, resources or schemes to ensure smooth operational running within budget and agreed timeframes

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

Work Environment:

- This is an office based position and you will not be working agile

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

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)