



Role profile

Role title	Family Information Service Advisor
Corporate directorate	Together for Families
Service	Children and Families
Grade	G
Reports to (role title)	Early Help Hub Management Team
Version	1
JE code	2231
Pension Scheme	Local Government Pension Scheme

Approving manager	Ben Davies
Date	May 2022

If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

www.cornwall.gov.uk

Role purpose

Multi-agency Early Help services in Cornwall play a key role in narrowing the gap in outcomes for those children and young people who are vulnerable to poor outcomes. Our Multi-agency Early Help Strategy sets out the vision, objectives, drivers and priorities for the Early Help services. The primary purpose of early help services is to identify problems affecting the welfare and safety of children and young people at an early stage and providing purposeful, skilled and effective help as soon as possible to meet assessed needs.

Early help includes help provided in both early childhood and early in the development of a problem. Early help is available to children and young people of all ages from pre-birth up to a young person's 18th birthday, and up to the age of 25 years when young people have special needs.

The Early Help Hub (EHH) sits alongside the Multi Agency Referral Unit (MARU) and acts as a single point of access to children's community-based health and early help services provided by Cornwall Foundation Trust (CFT) and Cornwall Council. Information, advice and guidance is available to practitioners about a wide range of services. The Early Help Hub offers an opportunity to discuss the best course of action or signpost to appropriate services. The Early Help Hub also offers direct support and advice to parents, carers and young people. Maintaining the highest standards of Customer Care and confidentiality.

The Family Information Service Advisor Role involves working within the Early Help Hub to process early help requests as well as offering information advice and guidance as a Family information Service offer. This post therefore has a dual role of:

1. Supporting the Family Information Service to ensure that the Local Authority fulfils its Statutory Duties to provide information support and guidance to parents and carers as described in the statutory guidance for 2016 and Childcare Act of 2006 (particularly sections 6, 7, 11, 12 and 13) and the Care Act 2014.
2. Contact Work within the Early Help Hub which involves responding to requests for Early Help service so that the right Early Help service is selected according to need and the threshold of support required.

Family Information Service Advisor responsibilities provide specialist knowledge and support for colleagues and clients in the following areas:

- Inclusion, Special Educational Needs (SEN) and support for disabled children and maintenance of the Disabled Children's Register (DCR).
- School Admissions advice and choice advice for parents and carers, working in liaison with the School Admissions Team.
- Department of Works and Pensions (DWP) benefit advice and guidance for parents related to all aspects of childcare.
- Professional support, guidance and liaison with colleagues and partner professionals from other statutory agencies.
- Support for Carers.

Responsibilities are varied and challenging, responding to telephone and electronic referrals, requests and enquiries for Children's Social Care and Early Help Services. Social Care referrals and Early Help Requests are received from, young people, families; carers; professionals and external agencies where there is a need to safeguard or support children and families.

Role holder is supported by the management team to:

- collate the information required to ensure that families are offered a service proportionate to need.
- upload and manage information on Mosaic – the Council's social care case management system, and on BT Rio for Children's Health Services.
- ensure that all referrals and requests for support/help receive the appropriate level of attention dependent on the information provided.
- Ensure that all requests and referrals are processed within the Multi Agency Referral Unit or Early Help Hub time scales

Dimensions

Annual financial accountability
None
Management accountability
None

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- Maintaining electronic case management records, recording accurate details of requests for help. Being aware of and adhering to applicable rules, regulations, legislation and procedures, including local policy. Adhering to policies and procedures in relation to the protection and safeguarding of children, young people and vulnerable adults.
- Ensuring that information and case management databases are maintained accurately, and that any notifications of change, or amendments are input into the system within specified timescales
- Alerting the management team to requests demanding immediate professional screening (particularly in relation to potential safeguarding concerns and/or urgent requests for Children and Adolescent Mental Health Service).
- Supporting parents/carers, young people and agencies to submit an electronic request for help form.
- Ensuring that the child's wishes and feelings are clearly recorded within the request form (where appropriate).
- Providing an excellent customer focused service, which means actively seeking resolutions to customer enquiries.

- Ensuring that initial checks of relevant agencies are undertaken.
- Ensuring that all persons making requests for help receive a response to their request with the agreed action identified within the standards identified for the Early Help Hub.
- Ensuring the pathways to services are followed and that requests for help/referrals are tracked appropriately.
- Developing effective working relationships with key partners including, but not limited to, Health, Early Help, Education, Local Authority, Voluntary and Community Sector.
- Ensuring that Information Advice and Guidance enables the Family Information Service to meet Local Authority statutory duties related to sufficiency, information advice and guidance (0-25) and provides support to families in claiming childcare funding or related benefits and to support the increased take up of these benefits.
- To provide information, support and guidance to eligible families (paying particular attention to the identification of support for those from vulnerable groups including children with Special Educational Needs and Children in Care and to support their take up of Early Years funded places for 2-, 3-, and 4-year-olds).
- To support parents and carers in the admissions process for school.
- To support awareness and the development of the Local Offer and implementation of the Special Educational Needs (SEN) Code of Practice and manage the Disabled Children's Register (DCR).
- To be responsible for supporting website information updates in line with the Childcare Act 2016, Care Act 2014 and the Local Offer requirements.
- To contribute to the Local Authorities knowledge regarding key issues, trends and developments related to the implementation of statutory duties and supporting any identified new developments within Early Years and childcare.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

Key objectives

To provide a customer focused service that meets the responsibilities and needs of the Early Help Hub and the statutory responsibilities of the Family Information Service.

- To support the Early Years and Childcare Improvement Team in the implementation of the Revised Local Authority Statutory Guidance and other relevant sections of the Childcare Act 2016, Care Act 2014 and Children and Families Act 2014.
- To continue to provide appropriate information advice and guidance to parents, carers and professionals and to ensure that information is appropriate and regularly updated in relation to the specialist areas outlined above.
- To provide additional specialist knowledge and support for colleagues and clients related to specialist area.
- To support the development of the website to incorporate any changes in relation to Ofsted involvement and legislation.
- To support swift and easy access to Early Help service; contacting families, undertaking checks and making recommendations to managers to support workflow management

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect, and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p>Interview</p>
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan, organise your work, and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	<p>Interview</p>
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others 	<p>Interview</p>

<ul style="list-style-type: none"> • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour. • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	
---	--

Knowledge, skills & experience	Recruitment and selection
Information Advice and Guidance Qualification Level 3	Application Form
Demonstrates working knowledge of statutory regulations and duties of the Childcare Act 2016, Care Act 2014 and Children and Families Act 2014.	Interview
Excellent interpersonal and communication skills and the ability to develop effective and professional working relationships with colleagues, customers and others.	Application Form and Interview
Able to apply careful attention to detail ensuring that responses and actions are appropriate and articulate both in written and verbal form	Application Form and Interview
Demonstratable awareness and understanding of issues around safeguarding children and young people and Data Protection	Application Form
Experience of data systems including electronic formats, use of spreadsheets and web-based systems, accurate record keeping	Application Form
The ability to be flexible and work under pressure with good organisational skills and time management	Interview

Other requirements	Recruitment and selection
This position is subject to a criminal records disclosure check	YES (Enhanced)
This is a politically restricted position	NO