

DARLINGTON BOROUGH COUNCIL

CHILDRENS SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Keeping In Touch Worker (KIT)
<u>GRADE :</u>	Grade I
<u>JOB EVALUATION NO.</u>	C2125
<u>REPORTING RELATIONSHIP</u>	Performance Manager
<u>JOB PURPOSE :</u>	To support and maintain contact with service users to seek their views on the quality of service provision. As well as maintaining the tracking of young people who are at risk of becoming Not in Employment and training whilst ensuring the data meets national standards
<u>POST NO.</u>	D12440
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Work to a schedule of regular contact with children, young people and their families in line with local and national priorities
2. Explore and establish with young people, their parents and carers, their views of the service as well as exploring their individual situation to identify further support needs and refer to appropriate service.
3. Promote and encourage access to and usage of, support services for young people and their families.
4. Meticulously record and input information into relevant databases and ensure information is accurate and updated.
5. Ensure good working relationships with other agencies and educational/training establishments to gather information to support the September Guarantee, Summer Transition and Destination Measures for young people who are at risk of becoming NEET;
6. Compile reports as required to support activities and management requests with an emphasis on 16 – 18 year old and service user feedback
7. Produce monthly Management Information
8. Use a range of methods including direct contact and surveys to maintain contact with young people and their families
9. Take feedback from children, young people, parents and carers to inform service development, design and delivery.

10. To safeguard and promote the welfare of children with whom you come into contact, to include adhering to all specified procedures.
11. Carry out your role in line with the Council's Equality agenda
12. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
13. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Any other duties of a similar nature related to this post that may be required from time-to-time.
16. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
17. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
18. This post has a high level of contact with, and responsibility for, children
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
20. This post is subject to an enhanced with child barred list check disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: September 2018

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CHILDRENS SERVICES

PERSON SPECIFICATION

KEEPING IN TOUCH WORKER (KIT)

POST NO. D12440

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Relevant qualifications in Administration, ICT or Customer Service		D
	Experience & Knowledge		
2	Experience of working in a Customer Service or administration environment	E	
3	Experience of working / communicating with children/young people and families	E	
4	Knowledge of a range of statutory and voluntary agencies that support children, young people and families		D
	Skills		
5	Ability to communicate both orally and in writing to a range of audiences including a confident and persuasive telephone manner.	E	
6	IT literate, capable of using MS Word/Excel and office packages.	E	
7	Ability to use database systems effectively, including accurate inputting, retrieval and reporting.	E	
8	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
	Personal Attributes		
9	Prepared to contribute to the development of own practice and that of the Service.	E	
10	Ability to respond and be supportive to the needs of children, young people and families.	E	
11	Ability to work as part of a team, follow instructions and seek support when required	E	
12	Ability to work on own initiative and take responsibility for prioritising and managing own work load	E	
13	Prepared to work some evenings and occasional weekends	E	
14	Commitment to Local Authorities vision and principles including: Social Inclusion, Equal Opportunities, Health and Safety and Child Protection.	E	
	Special Requirements		
15	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
16	Interest in working with children to promote their development and educational needs.	E	
17	Ability to form and maintain appropriate relationships and personal boundaries with children.	E	
18	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.	E	
19	Suitability to work with children.	E	