

Northumberland County Council

JOB DESCRIPTION

Post Title: Enquiry & Referral Administrator	Director/Service/Sector: Children's Services / Children's Social Care		Office Use
Band: 4	Workplace: Any specified District Office as required		JE ref: 3675
Responsible to: Team Manager	Date: 01/05/2014	Manager Level:	HRMS ref:
Job Purpose: To process referrals for supervised contact and organise the allocation of supervised contact to Contact Officers			
Resources	Staff	None.	
	Finance	Processing financial documentation and invoices	
	Physical	Careful use of PC. Handling and processing highly sensitive personal information.	
	Clients	Telephone/Reception – direct first point of contact with clients.	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. To schedule supervised contact referrals to Contact Officers, based on availability, workload and geographical location 2. To ensure, where possible, all Contact Officers have a full schedule of work each day 3. To redistribute the work of Contact Officer to cover periods of holiday and sickness 4. To contact families, carers and schools to confirm contact arrangements 5. To assess risk associated with contact referrals, and bring to the attention of a supervisor anything that is unclear or may need a detailed risk assessment 6. To be the first point of contact for members of the public and other agencies. 7. To take referral information in a consistent manner – gathering clear and concise information in order to fully complete a referral form for all people requesting a child care service. This may involve interviewing callers to the office as well as taking referrals over the telephone. 8. To assist in identifying initial actions and services required. 9. To provide good quality information to the public at the point of referral and to redirect members of the public to other more appropriate agencies or services where necessary. 10. To make and confirm arrangements for callers to see a social worker where necessary. 11. To contact other professionals to seek or provide information if requested by and under the guidance of the duty social worker or the Team Manager. 12. To bring to the attention of supervisors or duty social workers any referral requiring an urgent or immediate response i.e. child protection concerns. 13. To provide feedback to referrers and clients when requested by the duty social worker or manager. 14. To gather and enter information into databases and spreadsheets as required and provide, update and progress information about service users. 15. To assist in developing, monitoring and maintaining effective processes and systems and assist with identification and solutions of identified deficits. 16. To process financial documentation. 17. To arrange and attend meetings, taking appropriate notes and undertake any necessary follow up work. 18. To assist in ordering and reviewing some services (such as day care) – including processing the necessary documentation. 19. To provide administrative support to the child care team under the direction of the Team Manager. 20. To assist in the co-ordination and organisation of reviews and diary appointments. 21. To participate in the induction of new staff. 22. Any other related duties which may be assigned as necessary. 			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Office based with occasional travel, when required by managers.

Working patterns:

Flexible Working.

Working conditions:

Office based.

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PERSON SPECIFICATION

Post Title: Enquiry & Referral Administrator	Director/Service/Sector: Children's Social Care	Ref: 1983
Essential	Desirable	Asses s by
Knowledge and Qualifications		
Good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a admin/business related discipline.* RSA I Typing/Text/Word Processing or equivalent.* Knowledge of childcare social service provision (e.g. looked after children, children in need, child protection) Knowledge of referral processes and workflows. (*or willing to undertake training)	NVQ Level 3 or equivalent in a admin/ business related discipline.* RSA II Typing/Text/Word Processing or equivalent.* (* or willing to undertake training)	(a)
Experience		
Significant experience of working directly with the public. Significant experience of establishing administrative systems.	Experience using Microsoft Office. Experience of working with the public in a social care setting.	(a, i)
Skills and competencies		
Good interpersonal skills. Ability to work on own initiative. Ability to manage and cope with challenging behaviour. Ability to work under pressure. Organised and methodical. Active listening skills. Ability to work within a clear policy of confidentiality. Ability to meet deadlines in accordance with agreed procedures. Keyboard/Computer skills. Flexible and adaptable. Ability to relate well to others and work effectively in a team. Disability awareness. Literacy skills.		(a, i, r)
Physical, mental and emotional demands		
Ability to meet the physical demands of the post – with reasonable adjustments where necessary. To have emotional resilience to deal with distressing situations and/or highly sensitive personal information.		(a, i, r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits