

## Role Profile

<b>Job Title:</b>	Child Protection Co-ordinator	<b>Grade: 7</b>	Spinal column point range: 23 -25
<b>Department:</b>	Children's Services	<b>Post no:</b>	53629
<b>Directorate:</b>	Children & Adults	<b>Location:</b>	Greenford Service Centre/Perceval House/EA AC

<b>Role reports to:</b>	Deputy Support Manager/Business Operations Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

## JOB DESCRIPTION

### PURPOSE OF ROLE

The work of the Child Protection Service is to ensure the appropriate response is given to referrals and enquiries received from professionals and members of the public. The work is underpinned by the principle of improving outcomes for children and young people.

The Child Protection Co-ordinator provides a high quality, impartial and responsive customer service to members of the Ealing community and other professionals. They effectively and sensitively manage all enquiries that come into the CP service. The team monitor, forward and respond to all calls and emails, providing advice and guidance as required.

To work closely with the Safeguarding and Quality Assurance Manager and Child Protection Advisors to ensure Initial Child Protection Case Conferences are diarised in line with statutory timescales.

### KEY ACCOUNTABILITIES:

1. Responsible for screening ASV Contacts (Against Staff and Volunteers) assessing the nature of the allegation or concern and either directing to referral stage or redirecting to ECIRS if the threshold is not met.
2. With management direction to undertake basic follow up of the original contact and liaise with the Local Authority Designated Officer (LADO).
3. Liaising with Professionals, Police and Social Work Teams to ensure that all the necessary information and documents required for the Case Conference Meeting has been received within timeframe.
4. Responsible for collating information from team databases and use spreadsheets to complete monthly/quarterly returns as required.

5. To gather and record accurately information both manually and electronically to support the audit and quality assurance of the service making full use of the Mosaic record management system ensuring that the service's information is accurate, up to date, accessible and timely in order to respond to customer needs.
  6. To deliver, alongside managers and social workers, a high quality and rapid response service to all enquiries received and to contribute to the work of the team by ensuring that the service's information is accurate, up to date, accessible and timely in order to respond to all enquiries received.
  7. Responsible for producing and disseminate performance and activity data to a high degree of accuracy contributing to the planning and delivery of service improvements and the achievement of agreed objectives and measures of success.
- Responsible for prioritising workload and supporting colleagues to ensure that statutory deadlines are met.
  - To respond to all enquiries and requests, promptly and proficiently in line with policy and procedure.
  - To actively seek and obtain essential information from professionals/parents to undertake routine checks and accurately input data onto the (Mosaic) integrated Children's system.
  - To be responsible for organising the Child Protection invite process including data collation and distribution of invites and conference proceedings in order to ensure that Case Conferences are quorate and meeting statutory timescales.
  - To arrange and act as minute taker for Case Conferences, complex Strategy Meetings and any other professional meeting when directed to do so by the Business Manager.
  - To transcribe Case Conference Audio Files for Court at short notice as directed by Safeguarding Manager.
  - To manage multiple duty mailboxes ensuring that all work requests are actioned efficiently and appropriately in order of urgency and within agreed timescales.
  - To organise and manage the Conference Summary Documents distribution following each conference and agree final distribution information to all agreed parties in line with GDPR.
  - Act as first point of contact for colleagues and other professionals and advise on the administrative processes associated with Child Protection Case Conferences and refer to the appropriate officer when appropriate.
  - To be responsible for the accuracy, updating and distribution of the child protection register to the statutory agencies. To assist in the maintenance of the Child Protection register ensuring accuracy.
  - To collate, compile, monitor and manage data from a variety of IT systems for weekly reporting to internal and external colleagues.
  - To process and maintain client records as well as manage sensitive information related to the Safeguarding of children and young people in line with departmental procedures and GDPR guidelines and information sharing policy.

- To set up and maintain suitable administrative systems and assist the Business Support Manager in implementing and new procedures.
- To process and distribute all incoming and outgoing correspondence.
- To provide Business Support cover across Children in Need Teams and undertake any necessary cross training as and when needed to meet the changing needs of the service.
- To work with minimum supervision as part of a team and contribute to developing a positive culture that promotes mutual respect and cohesive professional relationships.
- To undertaking regular training and constructively participate in meetings, supervision and other events designed to improve communication and assist with the effective development of the post and post holder.
- To have due regard to Health & Safety of self, staff and members of the public visiting the office and have responsibility for bringing matters of concern to the attention of the administration manager.

#### **KEY PERFORMANCE INDICATORS:**

- Child Protection Team deadlines are met, including Case Conferences scheduled within statutory timescales as well Case conference Invites and Conference Summary Documents are completed and distributed within timeframe.
- Child Protection conference requests and ASV/LADO referrals are processed within agreed timescales.
- Performance data and management information reports are produced and distributed within agreed timescales.
- All essential client details/information are accurately recorded on Mosaic as well as Excel database.
- Incoming electronic and paper mail is scanned and uploaded to relevant Children / Young Person's records on Mosaic within 24 hours of receipt in accordance with the agreed naming convention.
- A professional, customer focused information, advice and contact recording service is always provided and Referrals, email and telephone enquiries are processed within 24 hours of receipt.
- Effective delivery of an impartial and accessible service, in accordance with local and national standards.
- Information and Data is managed sensitively and always maintained to a high level of confidentiality in line with GDPR legislation and the Council's records Management policies and guidelines.

#### **KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

##### **Internal:**

- Social Workers
- Social Work Managers and Administrators within Children's Services
- Child Protection Independent Reviewing Officers and Advisors

##### **External:**

- Members of the public
- Schools

- Health
- Police
- Service delivery departments and teams
- Customer Services
- Out of hours teams

Other local authorities

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL): N/A**

### Person Specification

#### **ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**

1. To deal with enquiries from members of the public, staff and external agencies in a helpful and customer-focused manner, also ensuring that the Council's policies on Equalities and Diversity are reflected in day-to-day practice and behaviour with colleagues, members of the public and external agencies.
2. Ability to assess and analyse information for accuracy, data quality and consistency. \* (To be tested).
3. Ability to manipulate a databases and systems to provide information/reports.
4. Excellent IT including all Microsoft packages (\*To be tested).
5. Proven knowledge and experience of coordinating and organising Child Protection Case conferences within statutory timescales. \*.
6. Ability to take in-depth, detailed and accurate minutes of meetings and ensure these are distributed within agreed timescales.
7. Able to contribute to the development and maintenance of a team approach to the administrative services, working flexibly and collaboratively with colleagues within the team and with other members of the service.
8. Able to anticipate potential deadline conflicts and prioritises effectively, taking personal responsibility for actions and outcomes.
9. Proven experience of creating, implementing, maintaining and reviewing office systems, processes and procedures.
10. Ability to work within and interpret Policies, procedures and legislation, including requirements under the Health & Safety at Work Act and the Data Protection Act.
11. Able to assist in the training of staff on new IT systems and applications.
12. Excellent communication skills and ability to fulfil all spoken and written aspects of the role with confidence through the medium of English \*

\* Key criteria

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)**

- 1.** Proven administrative experience in the organising/servicing of meetings or conferences and the ability to take detailed and accurate minutes.
- 2.** Ability to interact with staff and services from a multi-cultural background.
- 3.** Knowledge and experience in the use of a variety of ICT applications, including Word and Excel- qualification or equivalent experience. (to be tested).
- 4.** Ability to produce, assess and analyse information for accuracy, data quality and consistency. \* (To be tested)

## Values & Behaviours

<b>Improving lives for residents</b>	<b>Trustworthy</b>	<b>Collaborative</b>	<b>Innovative</b>	<b>Accountable</b>
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance               <ul style="list-style-type: none"> <li>• Takes calculated risks to improve outcomes</li> </ul> </li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen               <ul style="list-style-type: none"> <li>• Acts on feedback to improve performance</li> </ul> </li> <li>• Works to high standards</li> </ul>

Role Profile Agreed: May 2022

Reviewed by Bernie Nicholas and Kirsten Dawson