

## Role Profile

<b>Job Title:</b>	<b>Duty Support Officer (MASH)</b>
<b>Location:</b>	<b>Colindale</b>
<b>Department:</b>	<b>Duty &amp; Assessment</b>
<b>Directorate:</b>	<b>Family Services</b>
<b>Grade:</b>	<b>G</b>
<b>Salary Range:</b>	<b>£36,585 - £40,182</b>
<b>Reports to:</b>	<b>Team Manager</b>

### 1. Job Purpose:

- To act as first point of contact for members of the public and professionals making a referral to the MASH.
- To refer clients who do not need a social work service on to other services as appropriate.
- To search relevant data bases for information & open a Contact on the relevant systems as required.
- To work collaboratively with all members of the MASH & DATS Teams and other professional partners.
- To provide administrative support to the MASH team.

### 2. Key accountabilities:

- Respond to telephone, electronic and written enquiries for a service, from both members of the public and other agencies.
- Undertake preliminary interviews with callers to establish the nature of the request for a service.
- Provide advice and information or redirect to other services, as appropriate.
- Provide on-going support to the MASH team.
- Respond to requests & enquiries in accordance with the MASH internal protocol document or as directed by the MASH manager /deputy.
- Build knowledge around relevant legislation such as immigration and housing.
- Alert the MASH social worker/ manager immediately to any area of concern.

- To work effectively as a team member, taking responsibility for constantly trying to improve the performance of the MASH service.
- Deal with incoming enquiries in a polite and professional manner, routing calls as necessary. Take detailed accurate messages and follow up on urgent messages.
- Compile, update and maintain information and advice on local agencies, voluntary groups and other council services.
- Develop and maintain effective communication with customers, other staff members and outside agencies.
- Using the in-house database be responsible for setting up all new clients. • Update client records as appropriate, including scanning documents.
- Through the use of reporting tools, provide statistical information and reports as directed.
- Assist other staff members to use IT systems to carry out duties in the most efficient and effective manner.
- Through the use of reporting tools maintain an overview of data in the system and work with managers and users to improve data quality.
- Be familiar with the service requirements of the post and demonstrate an ability to deal with a varied workload, including work of an urgent and non-routine nature.
- Demonstrate an ability to work on own initiative.
- To participate in the review of existing procedures and introduce new ideas.
- To action any additional tasks as directed by management.
- To participate effectively in team and service meetings.

## General

- Operate within the Council's financial regulations, budgetary framework, and the service's delegated powers to minimise the risk of a breach and ensure that the service delivers value for money.
- Ensure all financial transactions actioned are recorded and accounted for to the standards required.
- Be committed to the Council's core values of public service, quality, equality and empowerment.
- This post may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.
- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.
- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

### 3. Health and Safety

Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements.
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health, and wellbeing

### 4. The Council's Commitment to Equality

Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the workplace and in the services the council delivers.

### 5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

### 6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

## PERSON SPECIFICATION

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
Relevant administrative qualifications are desirable as is relevant experience in a related environment.	Essential	Application
Educated to Level 3, A-Level or equivalent by experience.	Essential	Application
<b>Experience &amp; Knowledge</b>		
Experience of working in an office environment.	Essential	Application
Experience of dealing with complex and sensitive issues over the telephone.	Essential	Application/Interview
Experience of working with confidential material & data protection.	Essential	Interview
Experience of using databases for creating and updating client records.	Essential	Application/Interview
Knowledge of Local Government Services	Desirable	Application/Interview
Awareness of Children Act & DOH guidance, Working Together to Safeguard Children.	Desirable	Interview
Knowledge of Data Protection Act.	Essential	Application/Interview
Understanding of and commitment to equal opportunities.	Essential	Interview
<b>Skill &amp; Ability</b>		
Ability to assess client needs based on information given, identify risk factors and refer on to MASH Social Workers or appropriate internal/external agencies.	Desirable	Application/Interview
Ability to use a variety of Microsoft Office packages (Excel, Word, Outlook).	Essential	Application/Interview

Ability to maintain accurate computer records, including knowledge of client databases and their use.	Essential	Application/Interview
Ability to prioritise work and to work on own initiative in a methodical way.	Essential	Interview
Ability to work as a member of a team.	Essential	Interview
Ability to communicate effectively with colleagues and clients and external stakeholders.	Essential	Interview
<b>Others</b>		
Must have a satisfactory enhanced DBS outcome	Essential	Application
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview

Caring for **people**, our **places** and the **planet**

Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview