

Role Profile

Job Title:	Senior Duty Support Officer (MASH)
Location:	Colindale
Department:	Duty & Assessment
Directorate:	Family Services
Grade:	I
Salary Range:	£42,771 - £46,968
Reports to:	MASH Team Manager

1. Job Purpose:

- To be responsible to the MASH Management Team for the provision of an effective support service, ensuring a fair and equitable work allocation and quality control system.
- To provide managerial administrative support to the following processes:
 - Oversee MASH DSO's who are the first point of contact for members of the public and professionals making a referral to the MASH.
 - To ensure timeliness of contacts being created, and have oversight of the relevant portals that receive referrals (online, Police, Inbox)
 - To support DSO's with relevant signposting for clients who do not need a social work service to be referred to other services as appropriate.
 - To offer regular supervision to DSO in line with Barnet Supervision policy
 - To provide support to the MASH managers as required.
 - To ensure that MASH administrators can utilize relevant databases and systems.
 - To ensure that administrative staff within the division meet legislative and policy requirements and local guidelines in the delivery of these work streams.
- To pro-actively contribute to a culture of monitoring audit and performance management in order to drive up standards of practice within Family Services.
- To manage the relevant budget and resources.
- To provide supervision to the admin staff in the MASH

2. Key accountabilities:

- To provide the management, co-ordination and organizing of MASH staff responding to telephone, electronic and written enquiries for a service, from both members of the public and other agencies.
- Ensure that preliminary interviews with callers are undertaken 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.
- To provide the management of establishing/predicting shortfalls in staff resources to ensure Performance Indicator deadlines and procedural guidelines are met.
- 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.
- Ensuring the management of the arrangements by entering relevant and accurate data on to the in-house database in respect of new clients and appropriate records.
- Using reporting tools maintain an overview of data in the system and work with managers and users to improve data quality.
- Develop and maintain effective communication with customers, other staff members and outside agencies.
- Using 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.
- 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.

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

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- 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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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to Level 3, A-Level or equivalent by experience	Essential	Application
Office experience at a senior level.	Essential	Application
Experience & Knowledge		
Experience with supervision of Staff.	Essential	Application/Interview
Experience of monitoring budgets/resources.	Essential	Application/Interview
Experience of dealing with complex and sensitive issues over the telephone.	Essential	Application/Interview
Experience of working with confidential material & data protection.	Essential	Application/Interview
Experience of using databases for creating and updating client records.	Essential	Application/Interview
Knowledge of financial procedures.	Essential	Application/Interview
Awareness of Health and Safety Legislation.	Essential	Application/Interview
Knowledge of Local Government Services	Desirable	Application/Interview
Awareness of Children Act & DOH guidance, Working Together to Safeguard Children.	Desirable	Application/Interview
Knowledge of Data Protection Act.	Essential	Application/Interview
Understanding of and commitment to equal opportunities.	Essential	Application/Interview
Skill & Ability		

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Ability to assess client needs based on information given, identify risk factors and refer on to MASH Social Workers or appropriate internal/external agencies.	Essential	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	Application/Interview
Ability to set up and evaluate systems and procedures.	Essential	Application/Interview
Ability to manage change.	Essential	Application/Interview
Ability to motivate and manage staff.	Essential	Application/Interview
Ability to communicate effectively with colleagues and clients and external stakeholders.	Essential	Application/Interview
Others		
Must have a satisfactory enhanced DBS outcome	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Inclusive		
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	Application/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	Application/Interview
Collaborative		

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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	Application/Interview
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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