

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>6PCS</b>	<b>Role Title</b>	<b>Family Information Advisor</b>
<b>Grade</b>	PS6	<b>Reports to (role title)</b>	<b>Senior Early Help Advisor</b>
		<b>Directorate</b>	<b>Children, Families, Learning &amp; Communities</b>
<b>JE Band</b>	192-227	<b>Service</b>	<b>Children's Service</b>
		<b>Team</b>	<b>Early Help</b>
		<b>Date Role Profile was created</b>	<b>28/11/2018</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Work as part of a team to ensure families in Surrey are able to access information and support to keep themselves healthy, safe and knowledgeable about the opportunities available to them, so that issues are identified and addressed at the earliest opportunity.</p> <p>Respond to enquiries from families, young people and professionals for family information, Early Help and the Special Educational Needs or Disabilities (SEND) Local Offer within agreed timescales to avoid escalation to statutory services and support family resilience.</p> <p>Work effectively with multi agency partners to ensure that families receive the most appropriate and up-to-date information that allows them to receive the right support at the right time.</p> <p>Support colleagues, partners and professionals to know and understand the tools and systems available to help them help the families they work with and facilitate independence.</p> <p>Update and maintain our website and directory of services to provide 'accessible' information and advice materials for families and professionals.</p> <p>Maintain and support the development of systems and processes to facilitate the recording and monitoring of service delivery.</p>
<b>Work Context</b>	<p>Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate.</p> <p>Family Information Advisors work in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p> <p>They liaise, communicate and build relationships with public, private, voluntary, community and faith sector organisations, as well as a number of internal and external partners.</p>

<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals.</li> </ul> <p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>• Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress.</li> <li>• Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time.</li> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Build effective relationships internally and externally on day-to-day service issues.</li> <li>• Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Assist in the induction of new staff and by sharing expertise and knowledge within the team.</li> <li>• May oversee and guide more junior staff.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.  Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to present options and choices and support others to come to their own conclusions</li> <li>• Numeracy skills and the ability to understand and explain basic cost information.</li> <li>• Good written and oral communication skills with the ability to build relationships with a range of stakeholders.</li> <li>• Competent in a range of IT tools including databases and MS Office.</li> <li>• Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people.</li> <li>• Able to plan and prioritise own work in the context of conflicting priorities.</li> <li>• Ability to work effectively and flexibly as part of a team</li> <li>• Ability to guide and support less experienced or more junior colleagues.</li> <li>• Experience of working with the user group.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Understanding of the importance of and opportunities available through the use the digital tools including websites, social media and online databases for imparting essential information to families and professionals.</p> <p>Ability to apply knowledge and understanding of relevant legislation, including section 12 of the Childcare Act and Special Educational Needs and section 4 of the Disability code of practice: 0 to 25 years.</p> <p>Ability to apply understanding of the issues faced by families of 0-25 year olds in Surrey including in relation to Special Educational Needs and Disability (SEND), Early Help, early years, education, vulnerable families, mental and physical health and wellbeing.</p> <p>Experience of working in an information advice and guidance service or environment providing support to children, young people and families.</p> <p>Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>



