

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>6PCS</b>	<b>Role Title</b>	<b>Request for Support Officer</b>
<b>Grade</b>	PS6	<b>Reports to (role title)</b>	<b>Request for Support Supervisor</b>
		<b>Directorate</b>	<b>Children's School and Families</b>
<b>JE Band</b>	192-227	<b>Service</b>	<b>Children's Services</b>
		<b>Team</b>	<b>Request for Support Team</b>
		<b>Date Role Profile was created</b>	<b>12/12/2018</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>Request for Support Officer focus on gathering information from a range of professionals and family members, accurately loading it onto databases, and making preliminary recommendations to decision makers as to the most appropriate team to provide support to vulnerable children and young people who are referred to Surrey Children's Services.</p> <p>-To provide a direct telephone and electronic advisory and information service at the Surrey County Council Contact Centre responding to Children's social care and early help enquiries from the public and partner agencies.</p> <p>-To load requests for service from referrers that meet the detailed guidance criteria and have parental consent for targeted or s17 services onto CS databases (EHM or LCS) and pass to most appropriate team with support from RFS Supervisor and Social Worker</p> <p>-To provide the public with accurate information and advice on accessing the appropriate care and support services for Children's Services.</p> <p>-To identify people who may be in need of Children's safeguarding or targeted services and in accordance with the service's detailed guidance and ensure a safe and efficient handover to social care teams to progress to a more detailed assessment of need.</p> <p>-When appropriate, the role holder will also assist the Team Supervisor in the development of newly appointed staff in the capacity of mentor.</p>
<b>Work Context</b>	<p>Surrey Children's Services aim to work alongside families, to respect families and their rights, to work with them in partnership and with their informed consent, to recognise their strengths and help them identify their needs. Our overarching duty is to promote the upbringing of children within their families, where this is compatible with the welfare of the children.</p> <p>Request for Support Officers 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. They interact directly with the public and professionals from a range of agencies to ensure safeguarding referrals are responded to robustly and are effectively signposted.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b></p> <p>Typical accountabilities in roles at this level in this job family</p>	<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.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Good standard of spoken and written English</li> <li>• Good standard of IT skills including use of Word, Excel, Powerpoint</li> <li>• Ability to use a range of databases including LCS, EHM, EYES, IES with training and to input information with a high degree of accuracy</li> <li>• Ability to interact positively with families, professionals and colleagues from a range of agencies</li> <li>• Experience of working in a customer focused environment</li> <li>• Ability to put people at their ease and display understanding and empathy</li> <li>• Ability to record information accurately and relay important information to senior colleagues for decisions</li> <li>• Ability to prioritise work under pressure</li> <li>• Willingness to work across teams to cover urgent work</li> <li>• Good understanding of the need to safeguard confidential information, to respect the privacy of families and colleagues</li> <li>• Resilience to cope with sensitive and at times disturbing information or concerns that may be disclosed to the post holder in the pursuit of their duties</li> <li>• Ability to work to promote the Council's Equal Opportunities Policies</li> <li>• Satisfactory DBS clearance is required.</li> </ul>
<b>Role Summary</b>	<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>
<b>Reference Number</b>	BM-2022-476