

Kent County Council

Job Description: Front Door Officer

Directorate:	Children Young People and Education
Unit/Section:	Specialist Children's Services
Grade:	KR6
Responsible to:	Team manager

Purpose of the Job:

Provide a timely, accurate and efficient response to Request for Support at an intensive level and above from the public, partner agencies and other organisations in accordance with Directorate Policy and Guidance.

Gather, analyse and summarise information from a range of sources, to contribute to decision making to ensure that families receive support at the most appropriate level.

Main duties and responsibilities:

- Evaluate information received which might indicate a child or children are in need of a service at an intensive level or above and present this to the Front Door Team manager or Senior Practitioner for consideration of further intervention.
- Provide a prompt, accurate and efficient response to enquiries from the public, districts and partner agencies in a professional and timely manner, to support the efficient running of the service.
- Provide assistance to individuals and families to help them find the best solution for meeting their needs and help them make informed decisions in relation to support arrangements available to them.
- Ensure information systems and client records are quickly and effectively maintained after each query to ensure that information is up to date and accurate thus assisting decisions affecting service delivery and monitoring.
- Work closely with partner agencies, operational staff in the districts, commissioned services, parents and other stakeholders to ensure that children, young people and families receive the right services within agreed timescales.
- Contribute to the development of the service by working flexibly and being alert to areas for improvement.
- Apply Service and Directorate policies and procedures exactly as defined to ensure consistency, fairness, transparency and quality of service.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Front Door Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE level or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> Working within a Children's Services environment. Experience of working with people with Social Care needs. Experience of collating and inputting data, demonstrating effective keyboard skills. Experience of working to deadlines and delivering results through effective planning and organising of work.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent communication skills in all formats. Ability to communicate effectively with the public. Ability to work with people who are in distress and in crisis. Ability to prioritise and manage workloads despite fluctuating and unpredictable service demand. Ability to use business systems and work with data. Ability to read on-line files and extract relevant information quickly. Ability to record information accurately based on objective evidence. Able to prioritise work and to meet deadlines under pressure. Able to work effectively under own initiative and as part of a team. Effective planning and organisational skills. Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.
KNOWLEDGE	<ul style="list-style-type: none"> Good understanding of information sharing and information governance. Working knowledge of Kent's safeguarding and child protection guidance and thresholds. Awareness and compliance with equality and diversity policies and procedures and legislation. Working knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities regarding children.

**BEHAVIOURS AND
KENT VALUES**

Kent Values:

- We are brave. We do the right thing, we accept and offer challenge
- We are curious to innovate and improve
- We are compassionate, understanding and respectful to all
- We are strong together by sharing knowledge
- We are all responsible for the difference we make