

Kent County Council

Job Description: *Contact and Referral Officer*

Directorate:	Children, Young People and Education Safeguarding, Professional Standards & Quality Assurance Unit
Unit/Section:	County LADO Service (CLS)
Grade:	KR6
Responsible to:	County LADO Manager

Purpose of the Job

Be the initial point of contact into the service.

Provide a timely, accurate and efficient response to contacts and referrals from the public, partner agencies and other organisations in accordance with Directorate Policy and Guidance.

Maintain CLS records in accordance with data protection and information governance procedure.

To record, manage and report on data held within the CLS and provide a business support function.

Main duties and responsibilities:

- Accurately **record, track, and manage data** on the relevant information systems and electronic records received into the CLS to assist with all responses to referrals, enquires and allegation management.
- **Share and collate relevant information** in a timely manner with the Duty LADO, LADO Enquiries Officer and the County LADO Manager.
- **Screen referrals, emails and telephone calls** to ensure they relate to the Childrens Workforce and key information is provided. Follow up on missing information immediately to assist with progression of work and or relevant signposting.
- Provide, **a prompt response to contacts** into the service, recognising that safeguarding concerns may need to be addressed by the LADO prior to allegation management proceeding.
- Help **signpost referrers/contacts** to the LADO Enquiries Officer if they are unclear on process, risk or threshold.
- **Prepare Subject Access Requests and Freedom of Information** requests on behalf of the CLS alongside a LADO and to be signed off by the County LADO Manager compliant with legislative timescales.
- Assist with **data analysis** for the CLS through collating information to assist the County LADO Manager.

- Assist with **organising key meetings and minute** Position of Trust and Evaluation meetings.
- Respond to **Safeguarding and Fostering checks** by checking CLS records and providing proportionate responses or signposting to the LADO Enquiries Officer.

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.

Kent County Council

Person Specification: *Contact and Referral 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	Educated to GCSE level or equivalent
EXPERIENCE	<ul style="list-style-type: none">• Business support experience with working on data and inputting on electronic systems• Experienced minute taker
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to communicate effectively, both written and orally• Ability to record information quickly and clearly under pressure• Ability to communicate effectively with professionals• 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">• Working knowledge of the function of Kent Integrated Children's Services• Working knowledge of computer packages i.e. Excel• Working knowledge of Safeguarding issues• Awareness of data protection and confidentiality issues• Awareness and compliance with equality and diversity policies, procedures, and legislation
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <p>Invite Contribution and Challenge</p> <p>Accountable</p> <ul style="list-style-type: none">• 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

	<ul style="list-style-type: none">• We are all responsible for the difference we make <p>Kent Cultural Attributes:</p> <ul style="list-style-type: none">• Compassionate & inclusive• Working together – building and delivering for the best interests of KCC• Externally focused – residents, families and communities at the heart of decision making• Flexible/agile – willing to take (calculated) risks• Empowering – our people take accountability for their decisions and actions• Curious – constantly learning and evolving
--	--