

Appendix D

Kent County Council Job Description

Job Title	Front Door Officer
Directorate	Children Young People and Education
Unit/Section	Specialist Children's Services
Current Grade	
Proposed Grade	KR6
Responsible to	Team manager

Job Purpose

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.

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.

Kent County Council

Person Specification

Qualifications	Educated to GCSE level or equivalent
Experience	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	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	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.