**OLDHAM COUNCIL**

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | MASH Customer Support officer | | |
| **Directorate:** | People Services | **Division/Section:** | Children's Social Care, Family Connect and Commissioning & Partnerships |
| **Grade:** | 4 | **JE Reference:** | 9691 |

|  |
| --- |
| **Job Purpose** |
| To receive and handle all initial contacts and queries entering the Multi-Agency Safeguarding Hub (MASH) via telephone, fax, email or on-line forms. To maximise the swift resolution of inquiries and requests for information at first point of contact. Under the direct supervision of managers from Children’s Social Care, Adult Social Care or Early Help to prioritise and recommend appropriate advice and action, and progress to social workers or managers as required. To ensure all contacts are correctly signposted and handed over to appropriate staff within the MASH for action. To enter information accurately into computerised systems. |
| **Key Tasks** |
| 1. To deal effectively with enquiries into the MASH from members of the public, service users other agencies and professionals. (e.g. children’s centres, schools, voluntary organisation). 2. To provide advice, guidance signposting and prompt high quality responses to all enquiries into the MASH. 3. To gather and accurately record data on the designated databases, collating key information for all MASH referrals to inform decision making. 4. To use knowledge, skills and initiative to obtain comprehensive detail from referrers and pursue lines of enquiry to gather the most relevant and up to date information at the first point of contact. 5. To seek advice and guidance from social workers to progress contacts quickly and efficiently enabling a professional decision to be made by the relevant workers within set timescales. 6. Demonstrate a clear understanding of safeguarding as defined in relevant policy guidance for children and adults. 7. To have a clear understanding of the policies and legislation which relate to work area, for example the Children Act or Care Act. 8. To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with the Council guidelines. To ensure compliance with the Data Protection Act. 9. To develop a local knowledge and understanding of resources which are available to meet the needs of adults, child and family, e.g. local children’s centres, adult service provision, leisure facilities, support groups, support of health related issues such as alcohol or drugs. 10. To provide feedback, advice and outcomes to referrers regarding action taken on their referral either by phone or mail as appropriate. 11. To keep all files and records accurately maintained in accordance with Council policies and procedures. To ensure all information is appropriately shared with other professionals. 12. To be proficient in use of all the technology deployed in the MASH team to help facilitate the smooth running of the service. 13. To contribute to the development of the team, and less experienced colleagues, offering support, guidance and mentoring where appropriate. |

|  |  |
| --- | --- |
| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 5. | Undertake any additional duties commensurate with the level of the post. |

|  |
| --- |
| **Contacts:**  Team members and other colleagues within the MASH and across the Council; professionals from other agencies, including police, schools, health services and voluntary sector; members of the public |

|  |  |
| --- | --- |
| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Team Manager |
| **Responsible for:** | N/A |

|  |
| --- |
| **Special Conditions:** None |

|  |
| --- |
| **Values and Behaviours:** |
| We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:   * **Fairness -**We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved. * **Openness -**We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible. * **Responsibility -**We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations. * **Working together -**We will work together and support each other in achieving common goals, making sure the environment is in place for self-help. * **Accountability -**We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders. * **Respect -**We recognise and welcome different views and treat each other with dignity and respect. * **Democracy -**We believe and act within the principles of democracy and promote these across the borough. |
| Internally we’ve translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance   More information around our Values and Behaviours can be found on our Greater.Jobs pages. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** |  |  |  |
| **Reviewed** |  |  |  |
| **Reviewed** |  |  |  |

**OLDHAM COUNCIL**

**PERSON SPECIFICATION**

**Job Title:** MASH Customer Support Officer

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Educated to Level 3 on the National Qualification Framework.  Evidence of continued professional development |  | Certificate  (to bring to interview) |
| **Experience** | Experience of handling large volumes of calls and contacts and giving advice and guidance  A customer service background with proven experience of interacting with customers over the phone and in writing  Experience of successfully working within systems and processes, including the communication of complex information  Experience of working co-operatively in partnership with other agencies, such as health and the voluntary sector  Experience of following process and procedures, with a clear understanding of scope of role and when to involve others for further advice  Experience of working within an environment governed by statutory requirements and legislation  Experience of working within complex data sharing and data processing arrangements across a range of organisations | Experience of working with diverse communities | AF /I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I |
| **Skills & Abilities** | Ability to work on own initiative within the boundaries of the role.  Excellent interpersonal skills and ability to pose logical questions to customers in order to understand and prioritise issues and actions  Previous work experience that evidences the ability to handle customer queries relating to sensitive subjects  Ability to empathise with customers and use questioning skills to identify the root cause of issues  Ability to maintain the confidentiality of sensitive personal data, in accordance with legal requirements  Ability to remain calm and organised and to maintain the quality and timeliness of work as part of a busy team dealing with large numbers of contacts  Emotional resilience to work in an office dealing with issues of risk and harm to children and adults  Ability to converse at ease with service users / customers and provide advice in accurate spoken English |  | AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I |
| **Knowledge** | Knowledge of current child and adult legislation, adult and child protection issues and local/national initiatives as appropriate  Knowledge of data sharing legislation and ability to apply it in practice  An understanding of equal opportunities and anti-discriminatory practice  An understanding of health, safety and risk issues working with children, young people, vulnerable adults and families  In-depth knowledge of the range of interventions and agencies that provide support for children, adults and families as appropriate to the role. |  | AF / I  AF / I  AF / I  AF / I  AF / I |
| Work Circumstances | Able to work outside of normal office hours on occasions, including early mornings, evenings, weekends and Bank Holidays as necessary, according to the needs of the service |  | Interview |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

**NB. - Any candidate that meets the criteria of our Guaranteed Assessment Scheme and meets the essential criteria will be guaranteed an interview. Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, and those whose last long term substantive employer was the Armed Forces.**