

## **JOB DESCRIPTION**

<b>Job Title:</b>	Information, Advice & Administration Officer
<b>Service:</b>	Cumbria 0-19 Child & Family Support Service - Carlisle
<b>Salary:</b>	Grade 1 Point 10
<b>Hours:</b>	37 hours per week (Full Time) Permanent contract
<b>Location:</b>	Petteril Bank Children's Centre
<b>Responsible To:</b>	Child & Family Support Coordinator

## **SUMMARY OF JOB**

**The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be', by;**

- Providing a warm and welcoming front of house service to all service users and visitors.
- Providing efficient and knowledgeable signposting advice/brief interventions to children, young people and their families.
- Publicising and Marketing Materials.
- Demonstrable administration skills to meet the needs of the service.

## **KEY TASKS AND RESPONSIBILITIES**

1. Provide a warm, efficient and welcoming reception service for all visitors and telephone callers. To ensure that the venue(s) comply with safe risk management procedures at all times.
2. Provide relevant and effective signposting to online information, advice and support, for a child, young person, parent or carer to support with an identified need.
3. To deliver a range of one-off or very brief interventions to local families and to support the Child and Family Workers and Child & Family Play & Learn Workers to deliver a range of workshops and short-term interventions to local families to facilitate parents' understanding and awareness of their children's emotional, social and physical needs and improve their parenting skills. Providing support across local centres, maternity hubs and other delivery sites.
4. To support the delivery of universal services as necessary, and to use these groups as an opportunity to assist Child and Family Workers to identify any unmet needs.

5. To prioritise the safety, wellbeing and healthy development of children through effective observation and assessments and following safeguarding procedures and guidelines at all times (Family Action and CSCP - Cumbria Safeguarding Children Partnership).
6. To keep timely and accurate records of work and comply with confidentiality, safeguarding and information sharing protocols.
7. To produce in line with Family Actions Marketing and communications Department, all local publicity for groups, workshops, and events, including designing and updating webpages, creating leaflets and flyers, keeping notice boards current, managing social media accounts (FB/twitter) etc. current and updated.
8. Build up knowledge and understanding of local resources, communities, statutory services and communicate effectively with them in the best interests of the child and family.
9. Support any administration volunteers, students or apprentices working in the office. Take responsibility for room booking and be first point of contact for partners wishing to use the venue.
10. Deal with building maintenance and security issues, liaise with tradespeople and anyone responsible for the maintenance of resources, equipment, and safety of the building in a professional manner.
11. Maintain up to date knowledge of advice venues, triage callers, referring service users to outreach advice venues where appropriate.
12. Word process reports, minutes of meetings, correspondence and produce any other required documents in a timely manner.
13. Ensure that staff and service users comply with health and safety policy. Assist with health and safety risk assessments. Ensure standards are maintained in accordance with current legislation.
14. Assist managers to maintain efficient finance records, petty cash, credit card returns, and receipts Process invoices and any income coding, appropriately, and submit returns to central office. Work closely with and support Data, Impact and Finance Officer with relevant financial functions.
15. Set up and maintain computerised and manual systems and produce reports as required.
16. Process incoming referrals and create confidential service user files on an electronic recording system.
17. Ensure smooth operation of tasks, such as photocopying, incoming, and outgoing post, email communications, ordering stationery and equipment and filing and archiving as necessary.

18. Work within systems for the collection of statistical and qualitative data, which can be used to demonstrate outcomes and the impact of the services, support staff with collection and collation of service user feedback and evidence of the impact of the services on the wellbeing of children, parents, and families across the districts.
19. Promote a positive image of Family Action, assist in developing promotional materials and supporting awareness of the services. Support managers in producing quarterly and annual returns/reports. Work closely with Family Action Head Office functions especially with the marketing and communication teams.
20. To assist families to access, build and maintain effective relationships with the Centres and other support services. Provide outreach activities to improve the reach of services to local children and families and ensure that those families with most to gain from services are included, involved, and have equal access.
21. To play an active part in the team, working collaboratively to ensure the smooth running of the service, using informal and organised peer support and shared learning opportunities effectively.
22. To participate and contribute to meetings with internal staff and external agencies taking minutes of the meetings as requested.
23. To undertake training according to the needs of the service.
24. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people focused**
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services
25. To have an understanding (appropriate to your role) and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
26. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
27. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
28. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
29. To be willing to work outside normal core hours [9am-5pm], evenings and early mornings and occasional weekend working.

<b>PERSON SPECIFICATION</b>		
<b>Education, Qualifications and Background</b>	<b>Essential</b>	<b>Desirable</b>
A good level of English and Numeracy to at least GCSE Level or equivalent; Grade C or above.		√
A willingness to undertake an Information, Advice & Guidance qualification is desirable.		√
Computer literate with experience of Microsoft systems.	√	
Experience with children, young people, and their families, this may include personal or volunteer experience. Able to confidently signpost, run drop-in's and provide one off/brief intervention with families on a wide range of family support topics.	√	
<b>Abilities and Skills</b>		
Ability to complete all administration tasks using computerised systems, Email, Internet, Windows, Word, Excel, and Outlook, PowerPoint and Teams365.	√	
Ability to produce a suit of engaging Marketing and Communication Materials including updating Webpages, Social media accounts, flyers, posters, leaflets, etc.		√
Good command of English grammar and spelling, and the ability to take and write accurate and clear minutes of meetings and compose letters.	√	
Ability to maintain records, collate statistical information systems to input data and provide reports to evidence service impact and outcomes.	√	
Ability to work independently using own initiative, but also work as part of a complex and diverse multidisciplinary team, information sharing protocols and commitment to reflective practice and effective supervision.		√
Awareness of health and safety systems within a busy office environment.	√	
Demonstrable knowledge and understanding, appropriate to your role, of Child Protection procedures and Working Together to Safeguard Children and ability to work in accordance with local and organisational Child Protection and Adult Safeguarding policies and procedures.	√	
Evidence of organisational and time management skills and the ability to prioritise tasks effectively. Ability to multitask within a busy, demanding environment and manage competing demands.	√	
Ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills.	√	
To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> </ul>	√	

<ul style="list-style-type: none"> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>		
Willing to work flexibly including early morning, late evenings, and occasional weekends.	√	