

Job Description

Position Details

Position:	Information, Referral & Screening Officer
Directorate:	Children, Young People & Families
Service:	Childrens Services
Position no:	BG17010
Grade:	5
Hours of work:	37 per week
Work style:	Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Stacey Smith / Michaela Williams / Maria Shellard
Date:	2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Manager Information Advice and Assistance Team

Responsible for: Contributing to the efficient operation of the Duty and Referral process for the Information Advice and Assistance (IAA) Team in children's services in response to enquiries received. To provide an effective service for the management and processing of referrals received from citizens and other agencies. To ensure there is a prompt and appropriate response to contacts in line with the statutory procedures and timescales.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To provide accurate, meaningful and consistent advice to citizens, ensuring that they understand the action, which will be taken.
4. To perform all the functions of the post to comply with legislation and within the policies, aims and guidelines.
5. To listen patiently, to empathise with the citizen's situation and convey a genuine desire to help and support.
6. Act appropriately upon receiving referrals, including reviewing case notes, other relevant material and liaising with other professional agencies to gather information before making contact.

7. To provide accurate information on available options in response to initial enquiries and where necessary arranging for more specialist information to be made available to enquirers.
8. To work with colleagues within the Information, Advice and Assistance Team and other services areas to ensure the highest levels of first time resolution and customer service utilising agreed business processes and standards for data recording.
9. To be able to gather information as requested by the IAA team manager or senior practitioner to support professional decision making.
10. To enter, update and maintain required details directly onto the WCCIS System to support the effective management of work and collection of performance information.
11. To process and collate information on recorded referrals for the attention of the IAA team manager and or senior practitioner within the predetermined timescales and in an agreed format.
12. To be familiar with Blaenau Gwent Internet site and other related and partner agency resources and provide advice and guidance on the provision of services, which may be outside of or delivered in support of the families first service programme.
13. To maintain records in accordance with Policy, Guidance and Legislation.
14. To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
15. To inform the line manager of any relevant changes in circumstances or causes for concern relating to service users and their carers.
16. Demonstrate effective interagency, multidisciplinary and partnership working to provide best practice service.
17. Proactively participate in individual supervision and performance appraisal reviews.
18. Contribute positively to the team, through working in co-operation with colleagues and line manager.
19. Demonstrate a commitment to and support for the development of best practice.
20. To work collaboratively with other teams across the division.
21. To observe confidentiality in all aspects of work.
22. To accept that this job description may be periodically subject to review.
23. To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.
24. Post holder will be responsible for ensuring that referrers understand the decisions and actions taken in respects of referrals.
25. To collate and gather information and to accurately record and log shared information from other agencies on a daily basis.
26. To respond to other agencies and professional request for information in compliance with Legislation and in the format outlines by the Local Authority and respective agencies.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.

6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
3 GCSE's or equivalent Grade A – C to include English and NVQ level II or equivalent in a relevant subject	E	A
Experience		
Experience in dealing with the public in a customer care setting	E	A / I
Knowledge and understanding of the range of issues that can affect families, children and young people.	E	A / I
Knowledge / Skills		
Understanding of the responsibility of the Local Authority to respond to child protection concerns.	E	A / I
Knowledge of Families First Services	E	A / I
Understanding of the legislation/Welsh government guidance on early intervention and preventative services	D	I
Understanding of management information systems and database management.	D	A
Ability to use I T systems and applications to support the capture and reporting of management information	E	A
Ability to remain calm and task focused whilst working under pressure.	E	A / I / PP
An ability to prioritise workload	E	A / I / PP
Ability to work on own initiative and as part of team.	E	A / I / PP
Empathy with people who may be experiencing stress or anxiety within their life circumstances.	E	A / I / PP
Ability to communicate verbally and in writing with people in a variety of social settings and situations.	E	A / I / PP
Personal Attributes		
Special Working Conditions / Requirements		
None		

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A / I / PP
Involves line manager / colleagues in setting and meeting targets	A / PP
Reorganises work when necessary	I / PP
Sees tasks through to completion whenever possible	A / PP
Seeks help if workload becomes unmanageable	A / I / PP
Uses initiative to report issues that arise that impact on others	A / I / PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	A / PP
Understands that changes are needed if things are to be improved	I / PP
Finds new and creative ways of doing things better	A / PP
Actively seeks to develop own skills and knowledge	A / I / PP
Learns from mistakes & welcomes constructive feedback	A / PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	A / I / PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	A / PP
Understands the links between own professionalism and the possible impact on the Authority's image	A / PP
Has a professional attitude that sets an example to colleagues	A / I / PP
Takes pride in own work and that of colleagues	A / I / PP
Is respectful, courteous and helpful at all times	A / PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	A / PP
Recognises potential value of others' opinions and actively seeks their contributions	I / PP
Asks for help when necessary	I / PP
Actively seeks to help others	A / I / PP
Is aware of the impact of own behaviour on others	A / I / PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	A / I / PP
Makes sure that people are regularly informed	A / PP
Uses appropriate language, gestures and tone when talking with others	I / PP
Checks others have understood & seeks advice when necessary	I / PP
Actively seeks to improve all forms of communication with others	A / PP
Communicates professionally by using formal channels appropriate to the situation	A / I / PP

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