Job Description

POST IDENTIFICATION

Post Title	Referral Processing Officer				
Grade	3	**Job Evaluation ID:**	2871	**Date Evaluated/Reviewed**	May 2019

Service Area	Children & Young People Services				
Service Team	Children and Family Services				
Responsible to	Team Manager				
Areas of Responsibility	Click here to enter text *(name of teams).*				
Number of staff responsible for	None	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To work as part of the Safeguarding HUB whose aim is to provide a proportionate response to referrals received for Newport Children by sharing information with partner agencies and assist in the early identification of appropriate services for families or safeguarding issues that may be arise.

KEY RESULT AREAS

1. To provide a professional initial response to callers, gather information and record it on the WCCIS information recording system
2. To receive referrals and record in line with relevant guidelines
3. To undertake specialised administration tasks including the liaison with external and internal partners and teams for the purposes of gathering and processing information
4. To assist in the collation, processing and recording of performance information using relevant systems, policies and procedures
5. To accurately record minutes, convene meetings, attend and contribute to team meetings
6. To maintain systems, procedures and records to ensure efficient delivery of service
7. To process and update statutory checks in line with legal requirements
8. To ensure an adequate supply of office stationary, equipment and consumables
9. To assist in team projects when required
10. To undertake other duties commensurate with the grade as directed by your line manager

This job description sets out the main result areas of the post at the date when 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. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	• 5 GCSEs (A-C) including English and Maths or NVQ Level 2 or equivalent experience	• RSA Stage 2, CLAIT/ECDL or qualified by experience
Knowledge	• Knowledge of standard computer software, including word processing, spreadsheets and databases	• Knowledge and understanding of the workforce development in social care services
Experience	• Previous administrative experience within an office environment • Experience of providing administrative support to a team • Able to demonstrate good IT skills and experience of using Word, Excel, email, internet and databases within the workplace • Experience of inputting data into an electronic recording system	• Click here to enter text.
Aptitude & Skills	• Be able to communicate effectively with colleagues, external agencies and citizens • Be able to work under pressure • Be able to work as part of a team • Be able to work on own initiative • Be able to organise and prioritise • Be able to demonstrate good administrative skills and be able to process sensitive and high risk information • Demonstrate commitment and enthusiasm • Demonstrate a responsible attitude towards work and the ability to use own initiative • Good communication skills • Understand and respect the principles of confidentiality • A good understanding of customer care • Good interpersonal skills and the ability to deal with people tactfully and diplomatically • Flexible approach towards assisting with the work of the team and other teams as and when necessary	• Welsh speaking

EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships

Recognise and use best practice to solve problems. Take initiative to suggest improvements, sharing this constructively.

Communicate openly, being straightforward with people to generate trust and confidence.

Follow procedures and rules. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	3	Writing Skills	3	Reading / Understanding Skills	3

Special Conditions

Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Click here to enter text.

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click here

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