

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

<b>DEPARTMENT</b>	<b>Children's Services</b>	<b>POSTHOLDER</b>
<b>SECTION</b>	<b>Early Help (Name under review)</b>	
<b>GRADE</b>	<b>SO2</b>	
<b>POST DESIGNATION</b>	<b>Families Information Officer</b>	

Purpose of the job

To be responsible to the Senior Families Information Officer for:

- i. Supporting a comprehensive helpline and outreach information service to local families with children and young people aged 0-19 (to 25 for young people with special educational needs and disabilities (SEND)) including creating, coordinating and disseminating the Post-16 Directory
- ii. Supporting the day-to-day operation of the families information element of the service; working directly with families as well as other agencies
- iii. Populating and maintaining the range of computer and online databases supporting the service, local families and practitioners

Main duties

1. To respond efficiently and sensitively to telephone, written or face-to- face requests for information and to support the general day-to-day development, provision and maintenance of a comprehensive and up-to-date information service. To undertake outreach opportunities, including the delivery of transition information sessions, as appropriate or directed.
2. As and when required, to provide a high quality, welcoming and professional reception service at The Point and other locations where information and advice services are being delivered.
3. To provide helpline enquirers and colleagues with information that will support the prevention and reduction of child poverty, including information about access to tax credits and benefits, brokerage into formal childcare, employment and training opportunities.

4. To provide information, advice and support to parents and practitioners regarding the early learning funding for 2, 3 and 4 year olds, including confirming eligibility of 2 year olds, running data queries and supporting the promotional work.
5. To populate, maintain and help to develop the computer systems that store families information service data. To regularly check and update information held; prepare queries to create reports as required.
6. To assist with development and maintenance relating to statutory requirements to deliver a local practitioners database of special educational needs and disabilities information, advice and support service (SENDIASS). Responsible for population, updating and maintenance of the online local offer database of accessible services and activities.
7. To assist with development and maintenance relating to statutory requirements to deliver a local practitioners 'prevention services' database. Responsible for population, updating and maintenance of the online version of this database.
8. To update, populate and record all necessary information on the Disabled Children and Young People's Register (DCYPR) section of the database. .
9. To support the service's response to the information and advice needs of parents, providers and employers, including families who are less likely to access the service.
10. To ensure equality of access to information and ensure that information is presented in an appropriate manner.
11. To promote and signpost parents and practitioners to other sources of support, particularly targeting communities and groups less likely to access services. This will include the Local Offer, Preventions Directory, DCYPR and sources of support regarding early learning entitlement.
12. To support the service's auditing, collation and analysis of information relevant to both the service and associated reports/surveys (including Childcare Sufficiency information). This will include recording all enquiries to the service and reports about gaps in service or identified needs.
13. To stock and maintain resources of relevant publications for both families and colleagues and be involved in the production and distribution of publicity materials.
14. To maintain good working relationships and work closely with childcare providers and other services to both ensure their information is up-to-date on the service databases and promoted as necessary.
15. To record and disseminate information to colleagues about prospective providers, inspection outcomes, new registrations and any changes to existing registrations.
16. To transport and be responsible for the safekeeping of equipment required for delivering training and presentations, including laptop computers.
17. To receive and appropriately handle, within agreed safeguarding procedures, complaints received to the helpline about childcare providers. This will include recording responsibilities and

contacts with Early Help or Social Care colleagues and other agencies including Ofsted and the police.

18. To represent the service at events and meetings where appropriate and attend regular team meetings and external meetings as required.

19. Support the service in providing a high quality, effective and responsive services to Royal Greenwich children and families giving them the support they need to achieve the best outcomes.

20. To maximise opportunities to link children, young people and families into Universal services.

21. To carry out contacts and assessments and have a good understanding of thresholds in terms of safeguarding, making referrals where appropriate.

22. To ensure compliance with data protection and other relevant legislation with respect to information sharing and recording within agreed established timeframe.

23. To provide support to children's centres in preparation for and during Ofsted inspections by attending focus groups and providing impact reports.

24. To actively promote the implementation of safeguarding procedures within the work and champion information sharing and assessment processes.

25. To participate in in-service and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

26. To carry out occasional weekend and evening work in context of both this specific role and the wider needs of the service.

27. To follow the code of conduct and safeguarding procedures for the service and to report any concerns appropriately.

28. To support the delivery of the Children and Young People Plan and assist in meeting statutory requirements related to the service.

29. To contribute to developing and be responsible for delivering effective service development and improvement strategies within the service.

30. To work closely with colleagues in health, education and other children and young people's services, and contribute to the planning, service design, commissioning and review processes for children's services.

31. To ensure that complaints and Freedom of Information Act requests are dealt with effectively and in a timely way.

32. To undertake any other work appropriate to the level and general nature of the post's duties.

33. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, The Royal borough of Greenwich's Equal Opportunities and Customer Care policies, and the New Technology agreement.