

Contact Liaison Officer – Grade 7

Job purpose

To provide specialist support to multi-disciplinary teams in the provision of child protection across our Family Support and Child Protection directorate by providing a consistent contact point for families, carers and professionals.

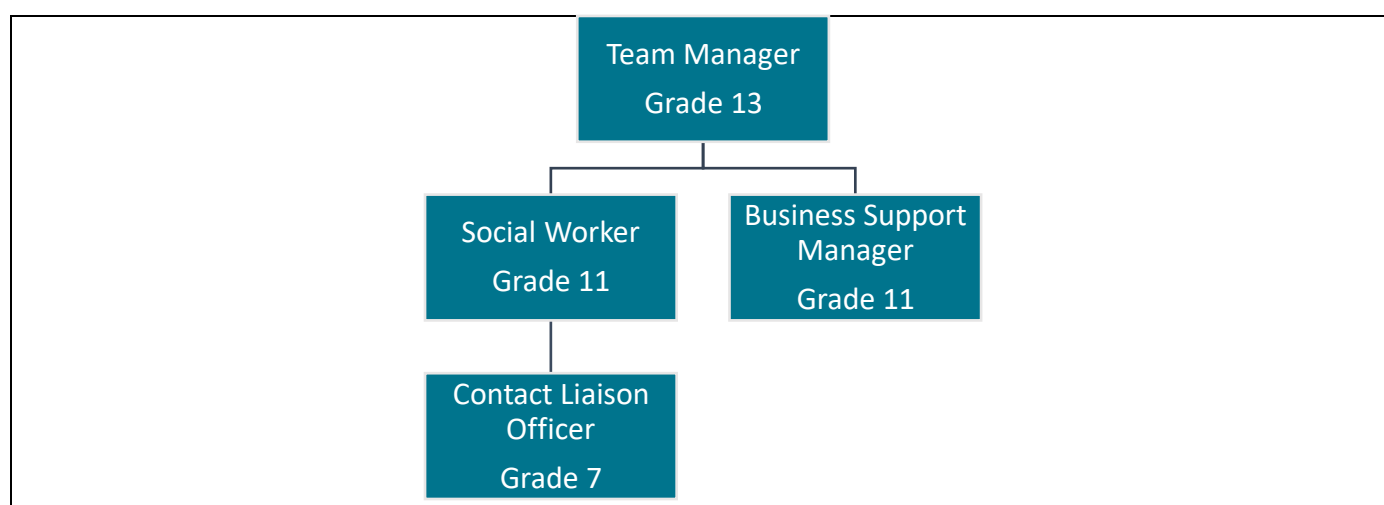
This role is based within [Children and Families](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- To be a consistent point of contact for families and carers of children and young people - this will include signposting to respective services.
- Under direction from the Social Worker or Team Manager, to liaise with colleagues, partner agencies and with other professionals in order to commission services; to follow appropriate referral routes and keep all parties informed of key dates.
- Manage the visit and statutory meeting schedules for the social work team to which they are aligned. This will involve direct contact with the families, carers and professionals involved.
- Establish and maintain accurate systems of key statutory requirements for children as directed by the Social Workers/Team Managers; to communicate with relevant parties to make sure they are aware of progress, issues, and due dates in advance.
- Complete all initial documentation relating to the child/young person on behalf of the social worker. This may involve direct contact with families, carers, and other agencies to collate and record key information.
- Play a key role supporting the New Beginnings pre-birth programme and organising initial formulation meetings and obtaining feedback.
- Coordinate contact sessions between children and their families as directed.
- Arrange transport for children and young people as directed.
- Make essential purchases for the child/young person under direction from the social worker – this will include accompanying the child/young person to a shop and assisting with purchases.
- Coordinate passport applications, including collation of necessary documentation, organising payment, and physically collecting passports where the need is urgent.
- To source information and advice so that Social Workers can signpost families and carers to appropriate services.
- Contribute to the collation of feedback from service-users, by assisting in the design of questionnaires, recording of feedback, and production of reports for service and management.
- Organise and prioritise own workload based on service procedures and an understanding of team priorities.
- Assist with inducting new members of staff into the service area.
- To use systems on behalf of Social Workers, such as Liquid Logic and Wisdom.

- Facilitate and arrange any crisis payments to service users as directed by Social Workers/Team Managers.
- Ensure confidentiality of information in line with Council policy and relevant legislation, in respect of records maintained and tasks undertaken. This includes maintaining strict confidentiality in relation to personal information (including that of service users and other employees) which may become known in the course of work or associated activities.
- Maintain effective working relationships and contribute to a working environment which is safe, considerate, and supportive to all. Also, in accordance with relevant legislation, to take reasonable care of own health, safety, and welfare, and that of other persons who may be affected by the performance of duties.
- To undertake all duties and responsibilities in line with current Council Policies and Procedures, including those relating to health and safety; equalities, diversity, and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.
- You will be required to have knowledge of the welfare system so as to advise and signpost service users accordingly regarding benefits and housing.
- Contact Liaison Officers may be expected to support and communicate the financial review process of care packages such as Special Guardianship carers and Staying Put carers.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to create, maintain and enhance productive working relationships with customers, colleagues, line manager, team, and a variety of people at all levels internal and external to the organisation	Essential
High level digital skills including use of specialist social care recording systems or relevant transferrable skills	Essential
High level organisational skills	Essential
Ability to multi-task and prioritise	Essential
Ability to work to tight deadlines	Essential
Knowledge of the legal framework underpinning children's services.	Desirable
Understanding of current service provision including social care services, health services and voluntary sector services.	Desirable

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Understanding of how to handle confidential information.	Desirable
Ability to listen, gather information and communicate clearly both verbally and in writing with a range of people both internal and external to the organisation	Desirable
Puts into practice the Council's commitment to excellent customer care.	Desirable
Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.	Desirable
A good team player but also able to work on own initiative.	Desirable
Contributes meaningfully and thoughtfully in team meetings to improve outcomes for children and families.	Desirable
Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration	Desirable
Level 2 qualification according to National Qualifications framework e.g., 5 GCSE grades A* - C including maths and English. NVQ2, BTEC, First Diplomas and Certificates or equivalent qualifications or experience or willing to work towards this level	Essential
At least one years' experience of working in a social care environment, through statutory or voluntary work experience, would be desirable.	Essential
Experience of providing appropriate service in an anti-discriminatory, anti-oppressive way	Essential
Experience of handling difficult conversations in a calm, defusive manner.	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants).	Desirable
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Children's Service	Grading ID	67515
Job ID	80103579	Last Updated	November 2022
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Children	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		