



Title Early Help Officer	Department Children, Families and Cultural Services	Post Ref.
Job Purpose The key purpose of this role is to provide a customer focused service for other professionals, children, young people and families wanting to access Early Help Services in Nottinghamshire.		
Key Responsibilities 1.To provide professional advice and information on the referral routes into Early Help Services along with information on the services they provide 2.To provide support and advice on early help processes including the Early Help Assessment Framework (EHAF) for other professionals including the MASH 3. To provide the analysis of referrals for Early Help Service to ensure thresholds are met and the most appropriate service is identified for the child, young person and their family to meet their needs 4.To provide advice on the Early Help Assessment Framework (EHAF); to undertake quality assurance audits and to provide feedback to practitioners and their line managers. 5.To delivery training, presentations and support sessions to staff at all levels across the partnership in Nottinghamshire on early help processes including the EHAF 6.To provide information packages to the Multi Agency Safeguarding Hub (MASH) to support the effective decision making processes within the MASH. 7.To support the effective tracking and monitoring of children and young people through Early Help Services through the updating and analysis of relevant databases 8.To undertake research using a range of methods to identify good practice both within the county and regionally and nationally that will inform the development and direction of EHAF and other early help processes	Key Accountabilities 1. Specific service targets within agreed resources as outlined in the Early Help Unit's business plan 2. Specific targets within the Early Help Strategy; Early Help Project Plan and the Children and Young People's Plan 3.Accountable for the accuracy of work undertaken and information provided	

9. To support the step down process from Children's Social Care where it is appropriate for an Early Help Professional to be involved, where one is not currently allocated.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Good general education, to NVQ3 level or equivalent
2. Evidence of ongoing professional development
3. Knowledge and understanding of the main issues affecting the service area

Experience

8. Experience of providing services to children, young people or families for a minimum of two years.
9. Experience of working with a range of partner agencies / services
10. Experience in delivering group work sessions, including the planning and delivery of training
11. Experience of customer focused service delivery

Personal skills and general competencies

4. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
5. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
6. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
7. Ability to meet agreed objectives and delivery targets by the effective use of resources.

Role Dimensions

12. To ensure referrals for Early Help Services are appropriate and signposted to the service best placed to meet the needs of the child or young person
13. To support professions and services in the implementation of the Common Assessment Framework in Nottinghamshire including the provision of training, ongoing support and development opportunities, and quality assurance arrangements
14. To ensure the journey of the child or young person is effectively monitored and tracked electronically
15. No budgetary responsibility
16. No line management responsibility

Please attach a structure chart

Date 03/12/2018

Tier 7 – Experienced / Professional Staff