

Job Description Talkzone Worker

Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£28,142 - £32,061 (pro-rata for part time staff)	Grade:	Grade 6
Reports to:	Team Leader Targeted Youth	Staff responsible for:	n/a

Job Purpose

Reporting to a Team Leader, post holders will deliver confidential advice and information to service users contacting the Talkzone service by a variety of means including telephone, email, texting, webtalk. This service operates from 2p.m. to 10 p.m. every day of the year.

Service users will come from the following groups.

- Young people aged between 11 – 25 years towards whom the service will be directly promoted for access and will include responses through established social media
- Parents and carers of children and young people, towards whom signposting support will be provided to local neighbourhood based early help provision.

Post holders will undertake direct conversation with service users, using the above remote methodologies, and providing first line information and advice, and suggested signposting to a range of internal and external services which can respond to the identified needs. They will then record the summary of their interventions with individuals on the appropriate management information system.

Post holders will also undertake tasks from the following range of ancillary duties, in between the flow of incoming queries from service users.

- Designated 'follow up' calls to service clients where cases have closed within the past 6-8 weeks, in order to ascertain feedback and satisfaction ratings.
- Designated 'telephone checks' in support of the services information gathering requirements for the troubled families' programme, in relation to progression to work.
- Social media and website posting, comments checks and responses in relation to authorised service sites
- Maintenance of information resources and data sets in regards early help service offers in local areas.

Postholders will be able to use judgment to shape their responses to service users enquiries, quickly building rapport with contacts and responding positively to unforeseen issues which may emerge. They will seek guidance in acute situations, including safeguarding concerns from Standby duty personnel within closely defined policies and procedural guidance.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential To

deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. To operate Talkzone telephone service, the email service, the texting service and the webtalk service, delivering information and advice as required to service users and concerned others.
2. To work cooperatively alongside other staff working to the same shift pattern in terms of arranging adequate cover for incoming enquiries and management of live lines, ensuring continuity of service provision is in line with service standards.
3. To locate appropriate reference information to answer enquiries accurately and efficiently.
4. To provide individual support, advice, assistance and guidance to service users who are young people to help them in the transition to adult life –covering life skills, health, accommodation, budgeting, culture, identity and relationships as is required in the course of contacts with those users of the services. This includes following appropriate safeguarding procedures as and when the situations arise.
5. To deal with any administration that arises from enquiries to the service by whatever medium
6. Capturing evidence of the nature and quality of services provided by producing case examples, written responses to clients, call synopses etc.
7. Personal training.
8. To attend and contribute to team meetings, supervision and other meetings as appropriate.
9. To maintain and keep up to date computerised monitoring data, and other enquiry related records.
10. Respect confidentiality and explain to service users when there is need to share information with others in order to protect children.
11. Demonstrate consistently high standards of practice that put the needs of children and young people at the forefront of all activity.
12. Work independently in response to the enquiries from service users, and seek guidance and support when unsure, and/or to improve the quality of their interventions.
13. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.
14. Monitoring, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
15. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

Other

16. To normally operate as part of a rolling shift working delivery pattern of 5 days working followed by 5 days non-working, covering 7 days a week and 365 days of the year.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification (Grade 6) Talkzone Worker Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
Experience:		
Experience of, or the ability to demonstrate the competence to, work directly with individual children, young people and/or families to identify their needs and make appropriate planned responses which seek to improve outcomes.	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	D	A, I
Knowledge and Skills:		
Working knowledge and understanding of the work practices, processes and procedures relevant to providing information and advice services	E	A, I
Ability to instantly engage and build rapport with individuals in the absence of face to face contact	E	A, I
Excellent active listening and interpersonal communication skills	E	A, I
Empathy and sensitivity to the needs arising from a wide range of individuals personal and social dynamics	E	A, I
Good understanding of the developmental milestones of children and young people and the issues that affect them in contemporary society	E	A, I
Good analytical, assessment and critical reflection skills	E	A, I
Good written communication skills	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work without close supervision.	E	A, I
Ability to rapidly research information source and interpret data to provide coherent information and advice responses.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I