**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Support and Information Officer (SIO) |
| **Job Reference** | 20025 |
| **Grade and Salary** | Grade 3 - £24,404 per annum pro-rata This role includes performance related pay progression |
| **Directorate**  | Children and Young People’s Services (CYP)  |
| **Service** | Health and Community Services (0-19) |
| **Team** | Central and South Suffolk Health and Children’s Centres  |
| **Location** | Peripatetic (covering Family Hubs in Eye, Debenham, Stowmarket, Needham Market and Stanton)  |
| **Hours per week** | 18.5 hours per week  |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The post is designed to support the delivery of the 0-19 Healthy Child Service and services delivered in Family Hubs, to promote the social, emotional, physical, and intellectual wellbeing of children through the delivery of the Healthy Child Programme and the Children’s Centre Statutory Framework.

As part of the Community Health Team, in Family Hubs and Outreach Venues, you will greet families and young people and provide signposting to other services, manage reception, offer support to the Community Health Team and undertake a range of building tasks to support the Premises Responsible Person (PRP). You will also undertake a range of administrative and finance duties.

You will be responsible for ensuring the buildings offer a warm, welcoming, and safe environment and support Healthy Child colleagues with the planning and delivery of group activities.

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| **Typical responsibilities of a role at this level**  |

* To manage the reception area and duties, acting as the first point of contact, providing a warm welcome and providing signposting information for children, young people and families to relevant universal and specialist services in the local area and beyond where appropriate.
* To undertake a range of building and facilities management tasks which support the Premises Responsible Person, including some daily and weekly health and safety tasks, key holding, housekeeping and infection control, working with contractors and supporting building audits, inspections & surveys.
* To undertake a range of financial duties including reports, ordering, and invoicing.
* To pro-actively use IT and electronic directories and sources of information and signpost colleagues to appropriate sources of data and information.
* Follow best practice and effective ways of working to support children, young people and families and identify improvements or areas of development.
* To undertake a range of data and Community Health Team administrative duties including room management, managing waiting lists, and recording activity to record and maintain quality data to Suffolk County Council requirements, supporting successful completion of Quality Assurance processes within team.
* To support Community Health Team service activity via resource management, marketing, advertising, promotion, and social media communication and provide self-weigh facilities.
* To support partners in using Family Hub space.
* To be a Fire warden and First Aider on-site in Family Hubs and outreach.
* To work flexibly across area as required to meet service need.
* Provide strengths-based approach to practice consistent with that of Signs of Safety

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| **About the team**  |

Suffolk’s Community Health Team (0-19) provide services for both prospective and

existing parents/carers, children, and young people, focusing on the earliest point of

intervention to enable the best outcomes for children.

Supporting the delivery of the Healthy Child programme, a prevention and early intervention public health programme that lies at the heart of the universal service for children and families and aims to improve health outcomes and ensure those at risk are identified at the earliest opportunity.

The Community Health Team services provided must:

* Meet the needs of children from pre-birth to 19 years and their families
* Relate closely to the needs of the community and the reach profile of the area served by the centre and team
* Target the largest resource to the highest need, whilst ensuring appropriate

universal provision is accessible for all

* Help children, young people and their families regardless of where they live in Suffolk
* Develop independence rather than dependency
* Strive to ensure services are not hard to access
* Strengthen the family network and build family resilience
* Help build a stronger community where families have a sense of belonging

Suffolk Community Health Team will support the development of children, young people and their families through reducing social isolation, promoting wellbeing, increasing parental capacity and supporting access to training and employment.

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| **What you will be expected to deliver in the role** |

* To effectively support the management of buildings which includes key holding, maintenance management, daily and weekly health and safety tasks which support the Premises Responsible Person, housekeeping, infection control, advice to colleagues on routine procedures or policies including on the job training and explaining how to undertake specific tasks.
* To effectively administer business processes and procedures
* To provide an effective and customer focused first point of contact and offer signposting to other services.
* To collect, input and maintain up to date Healthy Child data records to shape Healthy Child service planning and reporting.
* Provide a range of information, research and reports in support of your Community Health Team service area as required, this may include processing financial or statistical information and the use of specific IT systems and databases.
* Contribute to the design and development/and or completion of specific Community Health Team administrative systems and associated databases or spreadsheets.
* Develop expertise and knowledge within own service area.
* To actively contribute to team meetings
* Resource management, Community Health Team and Family Hub marketing, advertising, promotion, and social media communication.
* Act as a champion or mentor others in an agreed area.
* Liaise and work with a range of colleagues including those from partner organisations to achieve successful outcomes for all children and young people within area of work.
* Share knowledge and expertise to improve processes across the team.
* Provide advice to colleagues on routine procedures or policies including on the job training and explaining how to undertake specific tasks.
* To identify risk and safeguarding concerns and escalate immediately where appropriate.
* To be able to work in any Family Hub, or outreach venue, that is needed in order to meet business need.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and Professional Memberships**

1. NVQ level 2 in an appropriate subject i.e. Business Administration or Customer Services or equivalent knowledge and experience
2. Good standard of literacy and numeracy required
3. Evidence of continuing professional development
4. Willingness to undertake training as required to update knowledge and skills
5. NVQ level 3 at an appropriate subject or equivalent knowledge and experience (desirable)
6. Specialist knowledge skills and experience
7. Excellent attention to detail with a proven ability to input data accurately
8. Demonstrable experience in a range of office procedures
9. Ability to plan and organise own workload, taking responsibility for delivery of tasks and support others where necessary
10. Knowledge and understanding of early intervention and universal services
11. Awareness of legislation, policy and best practice which relates to Health & Children’s Centres and/or school nursing
12. Knowledge and understanding of the healthy child programme
13. Knowledge and understanding of safeguarding procedures
14. Excellent IT skills with a good working knowledge of Microsoft packages and the ability to learn new systems as and when required
15. Proven ability to meet targets set
16. An understanding of need to work appropriately with confidential and sensitive information with a demonstrable understanding of confidentiality and data protection
17. Research and problem-solving skills to deal with queries and issues
18. Ability to provide accurate and timely advice to staff and the public on a range of issues, resolving queries and solving problems
19. Ability to deal with a range of customers, some of whom may occasionally be angry or distressed, bringing situations to a confident conclusion
20. Works effectively as a member of a team, supporting team members and demonstrating a flexible approach
21. Commitment to understanding what is important to children and families
22. Demonstrates understanding and sensitivity of the diverse ranges of need of clients and backgrounds
23. Clear and effective communication skills to confidently deal with sensitive and challenging issues, tailoring your style and method as appropriate to your audience
24. Ability to be creative, flexible and innovative
25. Knowledge and /or experience of using Suffolk Signs of Safety and Wellbeing principles, disciplines and tools (Desirable)

**Values and Personal Qualities**

1. A passion for improving the lives of children, young people and the families who access our services
2. Commitment to safeguarding and promotion the welfare of children, young people and vulnerable adults
3. Committed to working as part of a team
4. Flexible in approach to meet the demands of the post and team
5. Demonstrates use of reflection to inform practice
6. Positive with a sense of purpose
7. Resilient in the face of challenge
8. Flexible in approach to meet the demands of the post and the priority of improving outcomes for children and families

**Additional requirements**

1. An enhanced DBS check is required for this role
2. Available for deployment anywhere in Suffolk
3. Ability to undertake out of hours working if required

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.
* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.
* **Frequent Travel Desirable** - You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.

