# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Children’s Services Caseworker (SPOA/ MASH)

# Department: Children’s Services

# Grade: [Single Status 7/8](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Designated Manager with supervision from nominated worker as directed by management

# Purpose of the Role:

**MASH;**

The Multi Agency Safeguarding Hub, (MASH), is a team of people from different agencies working together jointly to share and assess information about children and/or adults at risk of coming to harm to ensure the most timely, appropriate and proportionate response.

MASH should be viewed within the context of the SPoA as the ‘front door’ and the child’s journey through children’s services. MASH is a gateway to the services that assess and meet the needs of children and families. This includes Multi Agency Risk Assessment Conference (MARAC), Safeguarding Adolescents from Exploitation and Risk (SAFER), Youth Justice Service, Locality Children Social Care Teams and Early Help Services. The MASH brings together agencies including Social Care, Police, Health and Housing.

This role will contribute to MASH screening tasks with responsibility for undertaking Return home interviews for children who had been reported missing. The role will support MASH with the completion of information requests to other agencies and the production of NA3 forms to determine whether there is a social care need for children who may have special education needs.

The Casework role is integral to the team, so you will be working alongside others, in addition to working with colleagues who have a range of roles and professional knowledge and skills. You would be suited to this role if you have a proven track record in effective communication with both professionals and families.

We need staff with a range of skills, so welcome applicants who have good listening and communication skills. The MASH team receive and respond to all requests for help for children and families within East Sussex. The team works in a dynamic and fast paced office, building fast and effective working relaionships with families, colleagues and partners. They use phone, E mail and a referral system to gather, write and analyse information that is needed to inform decision making. To enable all requests for help to have a decision and outcome within 72 hours, at which time they are passed on to the appropriate team or service**.**

# Key tasks:

1. Screen and assess information against the Continuum of Need to help identify children and families that may require an early help based service at level 3 Continuum of Need (CON) or a social care response at level 4.
2. Produce Initial Contact records and case records to support the Single Point of Access (SPOA) and Multi-Agency Safeguarding Hub (MASH) processes.
3. Provide advice on the CON and how to access information and advice and guidance to the public and other professionals.
4. Contact other agencies and following up enquiries
5. Work closely with social care colleagues to facilitate joint working and ‘step up / step down’ arrangements ensuring clear actions are recorded and concerns raised promptly with the Practice Manager.
6. Prepare responses to requests for information from statutory social care records
7. Attend meetings within SPOA and MASH.
8. Perform administrative tasks in relation to the duties of the post.

# Progression to Single Status 8 is dependent upon also being responsible for the following tasks;

1. Have an understanding of the legal Court process in relation to private law and family dispute.
2. Share their knowledge with colleagues within the team and the wider early help service, through information sharing opportunities and training.
3. Support with the induction of new colleagues.

# PERSON SPECIFICATION

# Essential education and qualifications

1. [QCF level 2](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) in English and Maths or ability to pass assessment at interview

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Communication skills with the ability to produce concise detailed written summaries.
2. Ability to keep up-to-date records.
3. Ability to undertake basic assessment work, identifying risk and protective factors
4. Ability to work independently and within a team.
5. Ability to use supervision appropriately.
6. Ability to organise and prioritise work appropriately, working to tight deadlines.
7. Ability to converse at ease with customer and provide advice in accurate spoken English
8. Knowledge and understanding of the Children Act 1989.
9. Understanding of Working Together, with specific reference to Information Sharing
10. Knowledge and understanding of child care and Development.
11. Experience of working with children/young people and families.
12. Ability to manage constant and conflicting demands.
13. Flexible approach to work

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. A recognised professional qualification, e.g. social work, youth work, nursing or equivalent
2. Knowledge of agencies which are available to support children and their families
3. Experience of working in an educational or social care setting.

**Document version control:**

Date created/amended: May 2024

Name of person created/amended document: FM/SC

Job Evaluation Reference: 7002

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |