

Job Description

Job Role:

CHAT Advisor

Service: Children with Disabilities

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC06
Location:	Plough Lane
Responsible to:	Managing Practitioner - CWD

Main purpose of the role

- The role of the CHAT Advisor within the Children with Disabilities Team is to provide information, advice, guidance and support to children and young people with disabilities and their families, ensuring they can access the right services and support at the right time.
- The initial part of the role is to make contact with families following a referral or request for support. Through telephone discussions, and where appropriate other forms of communication, the CHAT Advisor will work with families to understand their child's strengths, needs and circumstances, as well as identify any challenges impacting on the child, young person or family. Together, outcomes and support plans will be agreed to help improve the child's wellbeing, development and inclusion.
- CHAT Advisors act as a key point of contact for families awaiting specialist or targeted services, providing ongoing information, reassurance and signposting to appropriate community, health, education and voluntary sector support.
- For children and young people who may require an Education, Health and Care Plan (EHCP), the CHAT Advisor will work closely with the Special Educational Needs and Disabilities (SEND) Team, education settings, health professionals and families to contribute to the assessment process where appropriate. They will ensure that any existing EHA or support plans are considered within the EHCP process and may support families to coordinate information required for assessment. CHAT Advisors also help families understand available services, pathways and resources to enable children and young people with disabilities to achieve the best possible outcomes and maximise their independence.

Key Duties and Responsibilities	Frequency of Task
• Handling direct calls into CHAT from Families, Children and professionals needing advice guidance and signposting and identifying levels of need and appropriate support. To provide immediate advice, guidance and signposting to families, Children and professionals needing support. Identifying the level of need and any potential safeguarding risks.	• Daily



Key Duties and Responsibilities	Frequency of Task
Meet the emerging needs of children, young people and families, providing them with a safe and non-judgmental space to speak about their lived experiences.	Daily
Provide telephone, online and face to face information, advice and guidance to children, young people and families. Follow up in writing	Daily
Deal with contacts in a timely and solution focused manner, within 72 hour timeframe.	Daily
To contribute to the reduction of the number of children having a Child in Need, Child Protection plan or entering the care system.	Daily
Use professional judgement to signpost and complete referrals for families, young people and children into relevant support services and/or positive activities. This will also include identification of families eligible for First Steps and Young Carer's Assessments	Daily
Advocate for children within CHAT contacts and when completing referrals to partners considering Children's voice, wishes and best interests	Daily
To ensure that children and families who do not have English as a first language to have access to an interpreter. To allow them to contribute to and fully understand any assessment completed.	Daily
To ensure that children and young people who are non-verbal, SEND or have life limiting illnesses are able to share their voice and contribute to their assessment	Daily
Work with children and families and any professionals known to them in accordance with relevant legislation, local and national guidance, policies and procedures.	Daily
Ensure families have given explicit consent for EHA/Support and they are aware of confidentiality, Parental Responsibility (PR), information sharing procedures and the right to withdraw consent at any time during support.	Daily
Work in close partnership with social workers in the initial assessment of families and to manage a number of allocations, holding them within a 72 hour period. This will enable the CHAT advisor to identify family strengths and worries and to formulate a plan of support to help improve outcomes.	Daily
Act as a main point of contact for lead professionals & agencies; providing advice, guidance and support on the EHA process. Including providing advice in relation to individual children as well as coaching activities, support & training	Daily

Key Duties and Responsibilities	Frequency of Task
Work closely with partner agencies as appropriate to ensure each family receive the right support, at the right time, in the right place. This could be by signposting, giving advice and guidance or liaising with the family and partners to facilitate the completion of an Early Help Assessment (EHA)	Daily
Where Children and Young People are identified as SEND our CHAT advisor will liaise with the SEN team to complete the social care element of the EHCP assessment. They will also cross reference all EHCP to open EHA's. This is in line with the Children and families act 2014 and the SEND code of practice 2015. They will also complete the EHA with the family if required.	As needed
Where required to complete EHA with families or professionals in the family home (if required) or assist professionals to complete good quality assessments and plans that promote good outcomes for children	Daily
Offer guidance and support, where needed, to families and Lead Professional (LP) to set up the initial Team Around the Family (TAF) meetings. Organise and facilitate MAG meetings	As needed
Maintain up to date and accurate records, in line with departmental regulations and the recording policy. To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.	Daily
Where EHA's and TAFs remain open to external agencies the CHAT advisor for each locality will be the named Early Help Worker for the child and family.	As needed
Monitor and manage the quality & performance of EHAs and TAF reviews to measure and evaluate impact. Track for purposes of Supporting Families sustained outcomes	As needed
Keep up to date with services and support available for Herefordshire families including local activities and support groups for children with SEND	Daily
Facilitate opportunities for partners and children, young people, parents & carers to be involved in the evaluation and development of EHA and TAF process.	As needed
Gather and collate data about all referrals received , EHA's and outcomes, include those children with SEND and EHCPs	Daily
Act as the link for families if they are waiting for targeted support	As required
Actively participate in supervision and personal development and performance sessions as outlined in the departmental Policy as well as identify and attend personal and team training.	Monthly and ongoing

Key Duties and Responsibilities	Frequency of Task
• Deliver training and briefings to professionals across a range of partner agencies	• Monthly
• Any other duties and responsibilities within the range of the salary grade	• As needed



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Level 4 qualification and above in a relevant field such as: Family Support, Early Years, Early Help, Youth and Community Work, Teaching, Social Work, Nursing or SEND	Essential	A, I
Evidence of ongoing professional development	Essential	A, I
Experience & Knowledge		
Experience of working with children, young people & their families.	Essential	A, I
Knowledge and understanding of child development	Essential	A, I
Knowledge of safeguarding, levels of need and the Early Help agenda	Essential	A, I
Knowledge of relevant legislation and national policies including data protection legislation and procedures.	Essential	A, I
Knowledge of safeguarding and levels of need.	Essential	A, I
Experience of working with professionals from a wide range of agencies. Knowledge and experience of the Early Help Assessment process	Essential	A, I
An understanding of the risk	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
factors which can lead to adverse outcomes for children and young people.		
Knowledge and understanding of parenting support techniques and evidence based practices	Essential	A, I
Awareness of a wide range of support services available for children and families (local and national)	Essential	A, I
Skills and Abilities		
To be approachable, non-judgmental and empathetic. Have good active listening and coaching skills	Essential	A, I
Have excellent communication and interpersonal skills	Essential	A, I
Highly motivated and committed to delivering excellent services to children, young people and their families.	Essential	A, I
Ability to remain calm, solution focused and child/family centred	Essential	A, I
Knowledge about local provision, including Children Centres, support services, partner agencies and third sector as well as the appropriate referral routes and methods.	Essential	A, I
Confident to engage with and influence practitioners and managers across a wide range of internal teams and partner agencies	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Excellent communication and relationship building skills	Essential	A, I
Competent to maintain and update written records, (digital) gather information and make a clear analysis of the information shared. Awareness of GDPR and ability to use Microsoft packages and Mosaic	Essential	A, I
Ability to gather, collate and track vulnerable children and safeguarding information in line with the relevant policies and procedures.	Essential	A, I
Ability to work on own initiative and confident to make recommendations. Understand the value of team work and the need to seek advice from manager to help manage potential safeguarding concerns.	Essential	A, I
Advantageous to have had knowledge/experience of supporting the needs of Children and Young People with SEND. Also to understand the needs of C&YP's with life limited illnesses.	Desirable	A, I
Ability to engage with and influence practitioners and managers across a range of internal and external teams	Essential	A, I
Ability to deliver training and information sessions to promote Early Help	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
To have a flexible approach and to be able to work in all locations across the County. Having access to a car would be advantageous	Essential	A, I
Ability to work some evenings as required.	Desirable	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensure you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.





Our Values and Behaviours



Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

