

Job Description

Job Role:

CHAT Advisor

Service: Integrated Front Door

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC06
Location:	Plough Lane
Responsible to:	IFD Manager

Main purpose of the role

The role of the CHAT Advisor sits within the Integrated Front Door Team and provides support to families following referral into the Integrated Front Door.

The initial part of the role is to contact families to offer support, advice and guidance via the telephone. The CHAT advisor will discuss with the family what worries, and support needs they may have. From this conversation actions and evidence-based interventions are agreed which will help to improve outcomes for individual children, young people and their families.

In some instances, an Early Help Assessment (EHA) may be identified as the right help for the family. If an EHA is needed the CHAT Advisor, with the family's consent will contact an agency/professionals known to the family to start to write the assessment. Often a Team around the Family (TAF) approach ensures that the family receive all the right help to meet their needs. The TAF meetings take place every 6 to 8 weeks and the family identify a Lead Professional (LP) to chair the meetings. CHAT advisors can offer advice, guidance and support to professionals to start the EHA and TAF approach. The team will also complete some EHA's where an LP cannot be identified. The team will also actively track progress over time ensuring TAF reviews are completed and TAF review information completed, supporting LPs as required. CHAT advisors will be the link for families if there is a wait for targeted support.

For children and young people where an Education Health and Care Plan (EHCP) may be required, a 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. They will also complete the EHA with the family if required.

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	Daily

Key Duties and Responsibilities	Frequency of Task
any potential safeguarding risks.	
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 MASH 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. Where needed support MASH to signpost to Early Help	Daily
Act as a main point of contact for lead professionals & agencies; providing advice, guidance and support on the EHA process.	Daily

Key Duties and Responsibilities	Frequency of Task
Including providing advice in relation to individual children as well as coaching activities, support & training	
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

Key Duties and Responsibilities	Frequency of Task
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
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

