

## ROLE PROFILE

|                              |                                |
|------------------------------|--------------------------------|
| Job Title                    | <b>Research Assistant</b>      |
| Barnet Band & scale range    | <b>F</b>                       |
| Reports to                   | <b>Lead Administrator MASH</b> |
| Service area                 | <b>Family Services</b>         |
| No. of staff responsible for | <b>None</b>                    |
| Budget responsibility (£)    | <b>None</b>                    |

### Purpose of Job

- Barnet's Multi-Agency Safeguarding Hub (MASH) operates as a single 'front door' for Children & Young People's Services, the service co-locates a wide range of key agencies and social work professionals who work together to share information and assess risk to ensure that children receive the help they need swiftly.
- The MASH Managers require efficient and robust administrative support to assist in the timely processing of information gathered from the multi-agency partnership so that they are equipped to make decisions about the services children need to safeguard their welfare or meet their identified needs.
- The post holder, under the supervision of the Lead Administrator, will undertake robust scrutiny and analysis of information held on a range of IT systems to assist in the timely and efficient processing of referrals and decisions within the MASH. The post plays a key role in supporting the development of the service and contributing to the overall effectiveness of referral and support mechanisms for services to children in Barnet.

### Responsibilities and Duties

- To support the development of efficient ICT, data systems and processes within the service
- to support the development and maintenance of operating procedures covering all elements of data input; data cleansing and other controls to ensure the accuracy and completeness of data; reporting users and management

- To take responsibility for the maintenance of high quality records and data and ensure that this is held in retrievable formats
- To produce, as requested, relevant and accurate client information for managers as required
- To ensure professionals and members of the public are swiftly signposted to information, professionals or agencies that can provide them with help and support
- To gather client information through robust search relevant data bases for information & open a Contact on the ICS / eCAF system as required
- To work collaboratively with all members of the MASH, Family Services and wider partnership
- To identify discrepancies in systems and information contained within systems and bring those to the attention of relevant managers
- To contribute to the use of management information to identify trends and unmet need and influence the development of the service
- To ensure database records are updated in a timely manner
- Share information as appropriate to support the management of risk, and participate as required
- Keep abreast of developments in information sharing, data protection and IT and attend briefings as required
- Work closely with the services ICT department to ensure the security of the data and ensure Data Protection policies are adhered to
- Support the induction and training of new staff as required on the use of the database
- Manage the workload as directed, and organise and plan work activities taking into account the need to prioritise tasks and responsibilities
- Ensure compliance with the Data Protection Act and confidentiality policies
- Work flexibly in order to meet the demands of the service and travel as required
- To engage and communicate effectively with other agencies and professionals
- To prepare clear and concise informative written reports based on complex evidence within agreed timescales
- To learn about local resources, facilities and other sources of support available to families as appropriate

- To provide support to MASH team in accordance with service need and emerging priorities
- Respond to telephone, electronic and written enquiries for a service, from both members of the public and other agencies as required
- Provide advice and information or redirect to other services, as appropriate
- Provide support in relation to internal audit and external inspection activities
- To manage own workload as directed and organise and plan work activities taking into account the need to prioritise tasks and responsibilities
- To maintain meticulous records
- To take responsibility for your own professional development by actively engaging in supervision, appraisals, training and research activities
- To contribute to learning across the organisation through sound analysis of referral trends and emerging risks supporting the best outcomes for children
- To have a basic working knowledge of the London Child Protection Procedures and the concept of significant harm and to take immediate steps to ensure the safety of children in situations of risk, and to report concerns as soon as possible using agreed procedures
- To demonstrate through personal and professional example a commitment to equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour
- To comply with the Health & Safety at Work Act 1974 and take responsibility for your own health and safety at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment
- To undertake any duty as required, commensurate with the level and grade of the post

### ***Health and Safety***

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

### ***The Council's Commitment to Equality***

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

## PERSON SPECIFICATION

|       | Level required                                |
|-------|-----------------------------------------------|
| Other | Must have a satisfactory enhanced DBS outcome |

### ***Knowledge, training and experience***

- Experience of maintaining and developing management systems.
- Literate and numerate to a level at which statistical analysis can be carried out
- Experience of data input and database research activities
- Ability to contribute to the evaluation and monitoring of work done and outcomes achieved
- Confident use of the Microsoft Office toolset and the Internet and broad confidence in a range of software applications including email, web browsers etc.
- Keyboard skills and an aptitude for entering data quickly and accurately whilst maintaining a high level of alertness to the quality and meaning of the information being processed.
- Experience of working with relevant database solutions and the appropriate toolsets for analysing and manipulating them and proven analysis and innovative technical or problem-solving skills. Working knowledge of database design, structure, administration and associated tasks and responsibilities
- Ability to write data queries to enable the efficient and accurate extraction of data from the database in a number of formats and to manipulate and re-order data in ways to make it accessible to users.
- Proven track record of planning and taking responsibility for a range of data-related tasks including managing deadlines successfully and working effectively as part of a wider team.
- Excellent oral and written communication skills, including the ability to relate confidently and effectively to users at all levels.
- Ability to work creatively utilising an analytical and methodical approach to solving problems
- Capacity to reflect on changing circumstances, new evidence and be open to the views of others
- Capacity to prioritise tasks, manage own workload and be accountable for your work with children and families

- Ability to summarise, analyse and evaluate complex information
- Ability to work as part of a team, establish and maintain effective communication and good working relationships
- Ability to work with other professionals demonstrating a clear understanding of the roles and responsibilities of other agencies to promote an integrated approach and multi-disciplinary working
- Reliability and integrity together with an enthusiastic and positive attitude towards staff, colleagues and peers and the capacity to apply diplomacy and demonstrate resilience in a complex and demanding environment.
- A keen interest in research findings and contributing to the development of best practice with children and families
- A good working knowledge and understanding of policy, procedure and guidance in relation to children in need and at risk
- Capacity to share information verbally and by writing concise reports about children with other agencies in order to safeguard them and promote their welfare in line with the requirements of the Data Protection Act
- A strong capacity to communicate effectively and remain calm in stressful situations and in dealing with members of the public.