CHILDREN'S COMMISSIONER FOR WALES

Job Description

1. Post Details
Job Title: Advice and Assistance Support Officer (2 flexible part-time roles between 0.6 and 0.8 FTE available on a 12 month contract). Salary: £26,690 pro rata.
Main Location: Urban HQ, Orchard St, Swansea
Reports to: The Head of Children's Rights Advice and Assistance

2. Main purpose objective and context of the role (in summary)

Advice & Assistance casework

- Work as part of the Children's Commissioner for Wales' Advice & Assistance Service, supporting the Commissioner's role in promoting and protecting the rights and welfare of children and young people in Wales.
- Contribute to an accessible, responsive and solution-focused Advice & Assistance Service for children and young people, parents and carers, professionals and others contacting the office.
- Support the day-to-day operation of the service, including initial enquiries, information gathering, case recording and follow-up work.
- Undertake appropriate straightforward Advice & Assistance casework, with support and supervision, according to previous experience and demonstrated competence.
- Develop the knowledge, skills and judgement required to take increasing responsibility for appropriate Advice & Assistance work during the developmental period.
- Support and contribute to the team's existing outreach and awareness work, helping to improve understanding of and access to the Advice & Assistance Service.
- Support the collection of feedback, equality and demographic information and other evidence that helps us understand who is accessing the service, the issues they experience and the difference our involvement makes.
- Contribute to identifying emerging children's rights issues and themes arising through Advice & Assistance work.

Outreach, accessibility and relationships

- Support and contribute to the Advice & Assistance team's existing outreach and awareness activity.
- Help increase awareness of how children, families and professionals can access Advice & Assistance and when the service may be able to help.
- Help develop relationships with communities, local authorities, professionals and organisations working directly with children and families.

- Contribute to work aimed at understanding why some children, families, communities or issues may currently be less represented within Advice & Assistance evidence.
- Listen to and help identify barriers that may prevent people from accessing the service.
- Represent the Advice & Assistance Service appropriately at meetings, events, awareness sessions and other external activities.
- Work collaboratively with colleagues undertaking wider organisational visibility and engagement activity, ensuring Advice & Assistance activity complements rather than duplicates wider work.

Evidence and organisational learning

- Contribute to identifying patterns, recurring concerns and emerging children's rights issues from Advice & Assistance contacts.
- Ensure relevant information from casework, follow-up and outreach is recorded in a way that can contribute to evidence and analysis.
- Work with the Advice & Evidence Officer and other colleagues to support the effective use of Advice & Assistance evidence.
- Contribute to wider organisational projects where appropriate and at the level of the role.
- Develop an understanding of how individual enquiries can contribute to identifying wider or systemic issues affecting children and young people in Wales.

Learning and development

- Participate fully in a structured induction and development programme.
- Develop knowledge of the Commissioner's statutory remit and powers and the role of the Advice & Assistance Service.
- Develop understanding of children's rights and the UN Convention on the Rights of the Child.
- Develop knowledge of relevant services, systems and referral routes affecting children and families in Wales.
- Develop understanding of safeguarding responsibilities and procedures.
- Learn from experienced colleagues through case discussions, shadowing, supervision and supported practice.
- Take responsibility for personal learning and development and respond constructively to feedback.
- Demonstrate increasing competence and independence throughout the developmental period.
- Recognise that progression in the range and complexity of work undertaken will be based on demonstrated competence rather than time in post alone.

General responsibilities

- Work collaboratively and respectfully as part of the Advice & Assistance team and wider organisation.
- Build positive professional relationships with children, families, colleagues and external partners.
- Maintain appropriate confidentiality and professional boundaries.
- Promote equality, diversity, inclusion and accessibility through all aspects of the role.

- Ensure the views, experiences and rights of children and young people are central to the work.
- Be able to travel within Wales where required.
- Be prepared for significant office-based working during the initial induction and development period, with working arrangements reviewed as competence and independence develop.

3. Main duties and responsibilities

- Participate in the team's duty arrangements and respond appropriately to initial contacts and enquiries.
- Listen carefully to children, young people, families and professionals and identify the issue they are seeking help with.
- Gather relevant information and ask appropriate questions to understand the circumstances of an enquiry.
- Help people understand their options and appropriate next steps.
- Provide clear and accurate information, advice and signposting within the remit of the Children's Commissioner for Wales.
- Undertake appropriate straightforward Advice & Assistance casework with support and supervision.
- Develop towards managing a broader range of appropriate enquiries and casework with increasing independence as competence is demonstrated.
- Recognise when an issue is complex, outside the Commissioner's remit or requires escalation to a more experienced officer or the Head of Advice & Assistance.
- Work within agreed safeguarding procedures and appropriately identify and escalate safeguarding concerns.
- Maintain clear, accurate and timely records on the case management system.
- Work within agreed Advice & Assistance procedures, operational guidance and quality standards.
- Participate in daily case discussions, case reviews, supervision, shadowing and other learning opportunities.
- Support the creation of an inclusive and supportive workplace culture by providing assistance and occasional cover for duties to colleagues across all functions as necessary.
- Uphold the values of the Commissioner's team and its commitment to championing the rights of children and to listening to and involving children in key aspects of the Commissioner's work.
- Undertake any other duties within the remit of the grade as deemed necessary by the Management Team or any of its members.

Person Specification Advice and Assistant Support Officer	
Qualifications/Attainments	
Essential ▪ An undergraduate degree or equivalent knowledge gained through professional experience. If you do not have a degree or equivalent professional experience but have lived experience of the care system, we will still consider your application. ▪ Good standard of education including A Level qualification (or equivalent qualification), or equivalent knowledge gained through professional, voluntary or lived experience. ▪ Ability and willingness to undertake the learning and development required for the role.	**Desirable** • A relevant qualification or equivalent experience in an area such as advice, advocacy, children and young people, education, social care, youth or community work, or another relevant field. • Evidence of relevant recent learning, training or continuing development
Skills	
Essential • Good written and verbal communication skills in English. • Strong listening skills and the ability to communicate calmly, sensitively and professionally with children, families, professionals and members of the public, including people who may be worried, frustrated or distressed. • Ability to gather relevant information, ask appropriate questions and understand what help someone is seeking. • Ability to explain information clearly and accessibly. • Ability to make sound judgements within the boundaries of the role and recognise when advice, support or escalation is required. • Ability to maintain clear and accurate records. • Good organisational and time-management skills. • Ability to use IT and digital systems effectively. • Ability to work independently and as part of a team, while recognising when support is required. • Ability to build positive working relationships with people from a range of backgrounds.	**Desirable** • Experience of communicating with children and young people or members of the public. • Experience of advice, information, advocacy, outreach, engagement or community-based work. • Welsh language skills are desirable and a commitment to Wales, the Welsh language and its culture is required for the role.

• Ability and willingness to learn and develop through supervision, feedback and supported practice. • NB One of the roles will require the ability to communicate with ease in Welsh with members of the public and external stakeholders to Level 5 of the Welsh Language Skills Level Guide in relation to understanding, reading, speaking and writing.	
Knowledge and Experience	
Essential • A clear commitment to children's rights and improving outcomes for children and young people. • Experience gained through employment, volunteering, education or other relevant activity that demonstrates an ability to work with people, respond to their needs and communicate effectively. • An understanding of the importance of confidentiality, professional boundaries, safeguarding and following agreed processes. • Ability to treat people fairly, respectfully and without making assumptions. • Ability to demonstrate appropriate maturity and judgement when dealing with sensitive information or difficult situations. • Willingness to develop knowledge of the UNCRC, the Commissioner's statutory remit and services and systems affecting children and families in Wales. • Willingness to learn from feedback and reflect on own practice.	**Desirable** • Previous experience of advice, information, advocacy, support, outreach or community-based work. • Experience of working with children and young people, families or professionals. • Knowledge or experience of areas such as education, additional learning needs, social care, health, housing, advocacy, youth work or community services. • Understanding of children's rights and the UNCRC. • Awareness of services and systems affecting children and young people in Wales. • Experience of working with communities that may face barriers to accessing services. • Experience of outreach, engagement, awareness-raising or relationship-building. • Experience of gathering feedback or contributing to service improvement.
Attributes	
Essential Evidence of: ▪ Being approachable, reassuring and professional. ▪ Empathy and an ability to listen without making assumptions. ▪ Curiosity and willingness to learn. ▪ Being reflective and receptive to	**Desirable** • Relevant lived experience that may contribute positively to understanding and engaging with children, families or communities who experience barriers to accessing services.

constructive feedback. ▪ Reliability and willingness to follow agreed procedures. ▪ Being proactive while recognising when to seek advice or support. ▪ Maturity and sound judgement. ▪ Ability to remain calm when dealing with sensitive or challenging situations. ▪ Flexibility and willingness to contribute across different aspects of the Advice & Assistance function. ▪ Commitment to equality, diversity, inclusion and accessibility. ▪ Commitment to ensuring children and young people's rights, views and experiences are taken seriously. ▪ Ability to build good working relationships with people from a wide range of backgrounds. ▪ Ability to act as a positive representative of the Commissioner's office.	
Essential ▪ Willingness and ability to travel within Wales as required. ▪ Willingness to undertake significant office-based working during the initial induction and development period.	**Desirable**