

JOB DESCRIPTION

POST TITLE:	Customer Service Officer – Contact Adult Social Care
GRADE	6
DIVISION / UNIT	Adult Social Care
DEPARTMENT	Children's and Adult Service
REPORTS TO:	Senior Practitioner

PURPOSE OF THE JOB

To support the referral, intake and duty functions of the Older Person and Physical Disabilities Service within Adult Social Care. This requires direct contact with service users, carers, other professional and agencies. To be responsible for handling all incoming calls, emails and walk-in enquiries and undertake the screening of these referrals at the front door to Adult Social Care.

This will include contact with new and unallocated service users and appropriate information gathering to process them with Adult Social Care to the most appropriate service or refer and signpost them on accordingly. To identify situations that may require safeguarding and escalate these situations to management for further decision making process.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. To be the first point of contact with callers, to respond to queries from service users and carers and escalate to the manager any cases identified that require further assessment, safeguarding or senior oversight and decision making.
2. To respond to all referrals received via the phone, fax, email and post. To process incoming referrals and to respond by signposting, providing advice/information, referring onto other services as appropriate and/ or to provide appropriate disability equipment and minor adaptations.
3. To identify all critical and emergency situations, bring them to the immediate attention of a senior, and undertake any necessary urgent response activity as directed.
4. To initiate repair and/ or replacement of equipment and minor adaptations for existing service users.

5. To accurately record referral and assessment information from the service users and other informants and to take appropriate action as laid down in community care procedure using the electronic records and CareFirst system.
6. To ensure high standards of work and standards of performance are maintained, maximising the use of information technology. To contribute towards achievement of the council's Key Performance Indicators by processing and recording all work efficiently and accurately within guidelines and timescales.
7. To attend regular supervision and training as authorised by a line manager. To be accountable and responsible to the manager and be directed by them as appropriate.
8. To undertake Trusted Assessor training in order to be knowledgeable about the range of simple equipment and assistive technology available to service users, and competent to prescribe simple equipment solutions over the phone.
9. To be aware of the key community organisations providing information, advice and support to older and disabled adults in the Borough in order to effectively signpost people.
10. To maintain an up to date knowledge of the legal framework within which the Department operates, and policies and procedures for the Department. To communicate this to the service users, carers and their representatives, both orally and in writing as appropriate.
11. Any other duties that may be reasonably requested as appropriate to the grade and structure of the post.

JOB CONTEXT

This post is in the Contact Adult Social Care Service. The post reports directly to the Senior Practitioner and is a member of the Contact Adult Social Care team responsible for delivery of adult social care

Financial Responsibilities

The post holder will not be a budget-holder but must have an awareness of the need to work within a tightly controlled budget.

Contacts

To be in contact with officers of the Social Services, Health and other departments including Law and Administration, representatives from statutory and independent agencies and local community group, including groups representing the black and ethnic communities. Contact would involve: joint working, problem solving, developing and maintaining information links.

Regulated Activity

This post has been classified as a regulated activity, in accordance with the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012. It is a criminal offence for individuals barred by the Independent Safeguarding Authority (ISA) to apply or work in this post. If you any doubts on your status you should seek guidance from the ISA (<http://www.isa.homeoffice.gov.uk>).

All applicants will be subject to an enhanced DBS check and will be asked whether they are barred under the Scheme as noted above.

Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

Contractual hours: minimum of 36 per week in accordance with the needs of the service Monday to Friday.

Working times

The post holder may be required to work outside of normal working hours in accordance with service needs.

Flexible Working

As part of the Southwark Council's commitment to continuous professional development the post holder may be required to rotate to other suitable positions of an equivalent grade.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

Knowledge, including educational qualifications:	Essential (E) or Desirable (D)	How assessed (S/ I/ T)
At least 5 GCSE's at Grade C or above.	E	S
Evidence of continuing education and / or self-development.	E	S, I
Knowledge of data protection and confidentiality.	E	S
Experience:		
Previous experience within a social care/ occupational therapy or other similar customer service setting.	E	I
Experience in maintaining administrative systems and keeping accurate records.	E	I, T
Demonstrate ability to adapt to new or updated systems or policies / changes.	E	S, I
Aptitudes, Skills & Competencies:		
Communication and analytics skills, such as the ability to use different questioning techniques to draw out relevant information, listening skills and an ability to explain complex issues simply	E	I, T
Ability to work as part of a team and with individuals at different levels, and build a positive, effective relationships	E	S, I
Technical skills, including using IT, writing case notes	E	S, T
Self-management skill, such as time management (particularly when under pressure and with tight deadlines), multi-tasking , organising and prioritising work, personal development and self-control	E	I
Ability to interact in a sensitive and assertive manner demonstrating a full understanding of high quality customer care	E	I, T
Ability to use and understand the supervisory and performance management process.	E	I
Commitment to diversity and equality	E	I

High personal standards towards completing work and personal conduct, including a commitment to further development (through ongoing training, situational learning and working with manager)	E	I
Special Conditions of Recruitment:		
Comply with and promote the Council's Equal opportunities policy		

Key:

E	Essential	S	Shortlisting criteria
		I	Evaluated at interview
		T	Subject to test