

## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Duty Support Officer</b>
<b>GRADE:</b>	<b>6</b>
<b>DIVISION / UNIT:</b>	<b>Adults Social Care: All Age Disability Service (0-25)/ Learning Disability (25+)</b>
<b>DEPARTMENT:</b>	<b>Children's and Adults Service</b>
<b>REPORTS TO:</b>	<b>Senior Business Support Officer</b>

### PURPOSE OF THE JOB

To support the referral, intake and duty functions for the Duty Pathway within the All Age Disability (0-25)/Learning Disability (25+) service. This role requires intensive, direct contact with service users, carers and other professionals and or agencies. To be responsible for handling incoming calls and enquiries, screening referrals in line with the Care Act eligibility criteria, undertaking initial contacts and screening assessments/gathering the necessary and appropriate client information of all new and unallocated service users and or providing information and advice who present with immediate needs.

To identify any situation that may require safeguarding and escalate to the Duty Manager for 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 phone, fax, e-mail and post. To process incoming referrals and to respond by signposting, providing advice/information referring onto other services as appropriate
3. Conduct front-facing interactions with clients either through visits or unannounced client drop in meetings as directed by the Duty Manager.

4. 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.
5. To accurately record referral and assessment information from service users and other informants and to take the appropriate action as laid down in the community care procedure using the Mosaic and care store systems.
6. To ensure high standards of work and standards of performance are maintained, maximising the use of information technology. To contribute towards the achievement of the Council's key performance indicators by processing and reducing all work efficiently and accurately within guidelines and timescales.
7. To attend regular supervision and training as authorised by line manager. To be accountable and responsible to the manager and be directed by them as appropriate.
8. To be aware of the key community organisations providing information and support to disabled adults in the borough in order to effectively signpost people.
9. 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 services users, carers and their representatives, both orally and in writing as appropriate.
10. Any other duties that may be reasonable requested as appropriate to the grade and structure of the post.

#### **JOB CONTEXT / REPORTING to :**

This post is contracted to the Southwark Social Services department and will be based in the All Age Disability Service within Adult Social Care. The All Age Disability Service works with children and young people aged 0-25 who have a disability and eligible social care needs.

The post will work with all Council departments and NHS Southwark as well as other partners.

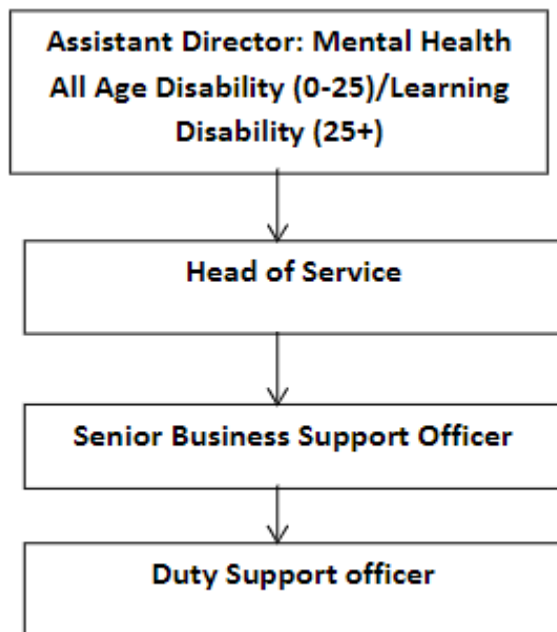
#### **Organisation Information**

The All Age Disability (025)/Learning Disability (25+) service is committed to delivering on the Council's strategic priorities (improving life chances, a better place for people and delivering quality services) and on addressing key corporate issues (such as value for money; the customer journey; efficient, accessible, needs-led and accountable services and equality, diversity and human rights). We value diversity within the team and within our client groups and aim to provide accessible, integrated services that are efficient and modern



Southwark Council values: Treating residents as if they were a valued member of your own family | Being open, honest and accountable | Spending money as if it was your own | Working for everyone to realise their own potential | Making Southwark a place to be proud of | Always work to make Southwark more equal and just | Stand against all forms of discrimination and racism

## Structure



## Grade/Conditions of Service

Grade 6

Due to the nature of the post candidates are not entitled to withhold information regarding convictions by virtue of the rehabilitation of Offenders Act (exemptions) order 1975, as amended, pursuant to section 4 (4) of the rehabilitation of Offenders Act 1974. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview.

Contractual hours of duty are in accordance with the needs of the service with a minimum of 36 per week.

The post is subject to medical clearance and an enhanced DBS check

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.

# PERSON SPECIFICATION

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

	<b>Essential (E)</b>	<b>How assessed (S/ I/ T)</b>
<b>Knowledge, including educational qualifications:</b>		
1. At least 5 GCSEs Grade A-C or equivalent with evidence and commitment to further training and self-development	E	S
2. Excellent working knowledge of Microsoft Office at a level to compile reports (including embedding tables/diagrams), correspondences, presentations, maintaining spreadsheets, meeting arrangements	E	S
3. Knowledge of the nature and operation of adult and children's social services	E	S
4. Awareness of health and safety issues within an office environment.	E	I/T
5. Understanding and appreciating the importance of and need for confidentiality.	E	I/T
6. A general understanding of the principles and applications of diversity in the workplace	E	I/T
7. Understanding of health and safety issues within an office environment.	E	I/T
<b>Experience:</b>		
8. Previous experience within a social care/occupational therapy or similar customer service setting	E	S
9. Experience of working to directorate and corporate policies, procedures and practice including performance frameworks and their application within a social care setting.	E	S
10. Experience of compiling and maintaining records and administrative systems.	E	S
11. Experience of composing written materials; including original correspondence, appropriate use of email, simple reports and administration of meetings including note/minute taking.	E	I/T
12. Experience of supporting the induction of new staff	E	I/T
13. To have extensive administrative experience, including data input and retrieval.	E	I/T
<b>Aptitudes, Skills &amp; Competencies:</b>		
14. Communication and analytical skills, such as the ability to use different questioning techniques to draw out relevant information, listening skills and the ability to explain complex issues simply	E	I/T
15. To undertake Trusted Assessor training in order to be knowledgeable about the range of simple equipment and assistive technology available to service users, and	E	I/T

