

# JOB DESCRIPTION

<b>JOB TITLE</b>	Social Care Advisor
<b>GRADE</b>	Band F
<b>REPORTING TO</b>	Team Manager Emergency Duty Team
<b>JD REF</b>	PC0042G(D)

## PURPOSE

To provide advice, information and signposting to members of the public and professionals from partner agencies who contact the Emergency Duty Team (EDT) service with concerns for the welfare of a child, young person, family or adult of a vulnerable disposition. Work collaboratively with the Emergency Duty Team social workers to ensure the aforementioned are safer; enabling these people to achieve wellbeing until they can be further helped by the incoming day services.

## MAIN DUTIES AND RESPONSIBILITIES

- Ensure that clear priorities, in conjunction with the social workers, for the necessary work be established and undertaken.
- Responsible for receiving all referrals to the Emergency Duty Service at allotted times. Receiving information and recording the important facts to establish priorities in delivering the service.
- Have an awareness of services which are offered across the borough for children, families and vulnerable adults which do not meet the threshold for emergency help and signpost appropriately to other services both inside and outside of social care/early help. Keep up to date regarding key changes and new developments.
- Responsible for inputting all contacts by creating a new contact record for each child, young person or adult referred including sibling groups. Ensuring that demographics are recorded accurately.
- Work collaboratively with the staff within the EDT and process and respond to requests for information from professionals.
- Recognise when an enquiry is high risk and ensure it reaches the relevant qualified social worker as soon as possible.



- Keep up to date with key developments in relation to IT systems and take responsibility for own learning.
- Liaise with and seek advice from more experienced colleagues as required.
- Be part of any new developments as required by the Team Manager or others working to improve service delivery.
- Respond to routine and complex verbal and/or written enquiries relating to children, families and vulnerable adults, in a manner which is consistent, in accordance with policies and procedures commensurate with legislative responsibilities.
- Assist the EDT Manager in the development of new staff through mentoring, job shadowing and acting as a 'champion'.
- Contribute to the process of continually improving customer access to quality, cost effective services.
- Promote a positive image of the EDT.

## ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualifications:

- Excellent literacy and numeracy skills to NVQ Level 3 or equivalent

### Knowledge & Skills:

- Ability to work as part of a team
- Excellent interpersonal and communication skills Understanding of confidentiality requirements
- Keyboard and telephone skills
- Ability to work to deadlines
- Some knowledge of the core business of children's, adults and mental health services including early help and prevention
- Willingness to undertake training in basic protection, adult safeguarding and mental health
- Ability to assimilate and evaluate information quickly and calmly and make an appropriate decision on a course of action
- Good written communication
- Ability to converse with members of the public and provide advice in accurate spoken English

### Experience:

- Working with a team within a busy environment
- Proven ability to interface effectively with people over the phone
- Experience of using a client information system
- Experience of dealing with professionals, agencies and members of the public

## **DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS**

### **Qualifications:**

- NVQ level 3 in Customer Care/Business Admin or other relevant discipline

### **Knowledge & Skills:**

- Basic child protection / adult safeguarding and mental health
- Counselling or volunteer training
- Ability to manage conflict
- Ability to manage distress

### **Experience:**

- Working in a volunteer capacity with vulnerable people
- Minute taking
- Working within a local government department
- Working with levels of distress and conflict

## **ADDITIONAL INFORMATION**

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**DATE OF APPROVAL: 23/4/2021**

**APPROVED BY: HEAD OF SERVICE**