

Job Description

Job Title	CADT Specialist Advisor
Grade	Band D
Reporting To	CADT Team Leader
JD Ref	PC0145G

Purpose

The Central Advice and Duty Team (CADT) is part of the Council's 'front door' and is a telephone-based service taking referrals into adult social care. Referrals can be for new clients and for those people who are already receiving care. CADT also take all calls for safeguarding and Mental Health Act assessments.

Referrals into CADT are from a range of professionals and members of the public. CADT receive emails for DoL's portal requests, Police VPRF1s forma and Ambulance ERISS referrals and CHC / MDT notifications. CADT also receive the online adult social care self- assessment referrals via the Council's on-line assessment portal.

The postholder will act as a key point of contact on the telephone to deal effectively with a wide range of contacts from health and care agencies and professionals, families and people requesting support for adults aged 18 years and over.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

CADT service specific duties and responsibilities:

- Gather specific information from the referrer and record this electronically for action by the social work teams. Ascertaining the requirement of the caller and assess all information received, using judgement when dealing with enquiries, analyse situation and provide guidance and information or redirect call as necessary.
- Managing calls and documenting information which can be complex, confidential and/or of a sensitive nature and deal with them appropriately.
- Plan and prioritise own workload effectively and efficiently, using time management skills to meet deadlines.

- Ability to search for information on electronic client database and record accurate information on the system. Being aware of grammar and spelling when recording contacts.
- Check IT data base to see if the person is already known to social care.
- Maintain accurate data entry of contacts/referrals received in timely manner and to reassign to appropriate team.
- Update information held on the data base i.e. address, telephone number, next of kin.
- Use relevant procedures to progress contacts to relevant teams.
- Ability to work within a team and manage own workload, implementing changes to Liquid Logic in accordance with their standard and propose any changes to improve the team processes.
- Provide guidance/ training to new staff and supporting colleagues
- Follow policies and procedures in relation to the Care Act.(2014). Make or suggest ideas to improve practice within the service.
- Inputting data/reports from various external sources i.e. VPRF1, ERISS, Deprivation of Liberty (DoLs) onto the system, ensuring correct process and timescales are adhered to.
- Works within clearly defined policies and procedures.
- Provide advice and information to callers and signposting appropriately to other service or agency.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Good level of general education to GCSE standard or equivalent.
- *Desirable - NVQ level 3 in Customer Care or equivalent.*

Knowledge & Skills

- Awareness of data protection and confidentiality issues.
- Ability to demonstrate high level of interpersonal skills.
- Possess ability to learn quickly and apply new knowledge.
- Motivational Skills.
- Well-developed presentational skills.



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PROFESSIONAL

- Excellent communication and negotiating skills.
- Work under own initiative and as part of a team, supporting others where appropriate and understanding when to seek advice from managers.
- Knowledge and understanding of equal opportunities policies and application of this into the workplace.
- Able to assimilate situations or information, which can be complex, confidential and/or of a sensitive nature and deal with them appropriately using good judgement skills.
- Ability to work autonomously within agreed boundaries.
- IT skills – proficient in MS packages.
- Ability to work to deadline without compromising performance.
- *Desirable - To provide a range of keyboard skills including word processing, internet and outlook*
- *Desirable – Organisational skills.*

Experience

- Ability to deliver excellent customer services to internal and external customers utilising a telephone-based service
- To be able to listen and communicate clearly on the telephone.
- Understanding and requirement to always maintain confidentiality and data protection.
- Ability to deal with sensitive issues with tact and diplomacy
- Ability to record data accurately and efficiently.
- Effective communication skills.
- Works well within a team
- *Desirable – Dealing with the public in difficult situations.*
- *Desirable – Knowledge of Liquid Logic.*
- *Desirable – An understanding of adult social care and pathways and be able to work in line with departmental policy and procedures and to ensure processes for own area are adhere to.*
- *Desirable – Ability and willingness to assist in training and supporting others*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour



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**Approved By: Kenny Robinson, Senior Manager Adult
Social Care**

Date Of Approval: 22/11/24



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