SEFTON METROPOLITAN BOROUGH COUNCIL

**JOB DESCRIPTION**

**Directorate**: Adult Social Care **Location:** Magdalen House, Bootle

**Section:** Adult Services

**Post:** Customer Access Officer

**Grade:** Grade G

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**Responsible to:** First Contact Officer Lead

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**JOB PURPOSE**

To act as the first point of contact by phone or in writing for persons wishing to access services from Adult Services and to help people to connect to their own communities

Initial Contact conversations are focussed on preventing or delaying the need, wherever possible, for dependence on long term formal care.

**MAIN DUTIES**

1. Responsible for ensuring that all enquiries are dealt with in a comprehensive, effective and efficient manner.
2. To ensure that recording is accurate, and the quality of information within adult social care records is of a high standard.
3. Helping individuals to build on their own strengths and those of their informal networks, whilst also helping them connect to their own communities so the focus is not on the individual’s eligibility for long term funded social care support.
4. Ensure that a proportionate assessment conversation takes place enabling the customer to make informed decisions.
5. Demonstrating how they are working to prevent, reduce, or delay needs for care and support.
6. To operate the telephone console/computerised system to record and progress the inquiry.
7. To assist with the development of information available to those who make initial contact: to enhance conversations including relevant information, advice and signposting options available.
8. Not acting as gatekeeper for accessing services, as it is concerned with understanding what will enable the person to live a ‘good life’ and facilitating that through community connections.
9. To maintain a detailed working knowledge of the department’s services, procedures and assessment processes. This will include risk assessing the degree of urgency of cases and making appropriate referrals for an assessment of need.
10. To develop and maintain a detailed working knowledge of other services provided by the Authority and of the social care services offered by the independent and voluntary sectors.
11. To deputise for the First Contact Officer Lead as and when required
12. Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA) and the local government common law duty of confidentiality.  Failure to apply these duties can lead to the individual or the Service facing court proceedings.

13. To undertake any other duties, as directed from time to time, to meet the exigencies of the service.

**QUALIFICATIONS AND EXPERIENCE**

# Essential:

# Previous experience in a customer services environment.

Good IT skills.

Good knowledge of the function and purpose of a Health & Social Care Department and awareness of the services available. Knowledge of the independent and voluntary sector in Sefton.

An understanding of and a commitment to the principles of equal opportunity.

A knowledge and commitment to delivering a strengths-based approach

**Desirable:**

NVQ Level 3.

# Special Conditions

# A flexi-time system is in operation. The hours of the service are 8.45am to 5.30pm (Monday-Thursday) and to 4.00pm Friday

# GENERAL

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act, 1974 by virtue of the Rehabilitation of Offenders Act, 1974 (Exceptions) Order, 1975. You are, therefore, **not** entitled to withhold information about convictions which for any other purposes are **‘spent’** under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

**Date:** 21.06.21.

**Prepared by:** Beverley Hughes

**Designation:** First Contact Manager

### SEFTON METROPOLITAN BOROUGH COUNCIL

### Health & Social Care Directorate

## PERSON SPECIFICATION

## Customer Access Officers

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| **PERSONAL ATTRIBUTES REQUIRED**  **(on the basis of job outline)** | **Essential (E)**  **Desirable (D)** | **Assessment Method** |
| **QUALIFICATION**   1. EDCL or equivalent 2. NVQ Level 3 in Customer Care | **E**  **D** | **AF**  **AF** |
| **EXPERIENCE**   1. Previous experience in a customer services environment/department and knowledge of customer care practices. 2. Experience of working in a health and social care environment/department. 3. Experience of communicating effectively with members of the public. 4. Experience of use of software packages. | **E**  **E**  **E** E | **AF/I**  **AF/I**  **AF/I**  **AF/I** |
| **KNOWLEDGE/SKILLS/ABILITIES**   1. Excellent communication skills. 2. Interested in finding out ‘what the person needs and what they want to do (outcomes) to get on with their life’ including consideration for the individual’s safety. 3. A proactive, dynamic and committed approach to ‘reduce, prevent, and, or delay’ the need for care and support and concentrate on promoting the wellbeing of the individuals concerned. 4. Highly developed inter-personal skills. 5. A commitment to focus on the assets and strengths of people, their informal networks and wider community assets. 6. It requires staff to have solution focused conversations with individuals to work out collaboratively how to support people to live their chosen lives. 7. Ability to work on own initiative and as a team member. 8. Ability to interpret customer needs and provide appropriate advice. 9. A good understanding of the function and purpose of a health and social care department. 10. Knowledge of the social care services offered by the independent and voluntary sector within Sefton. 11. Excellent administrative and organisational skills. | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I**  **AF/I** |
| **OTHER**   1. An understanding and commitment to the principles of equality opportunity. | E | **AF/I** |
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