



Job description			
Job title	Senior Urgent Crisis Response Officer		
Grade	J		
Directorate	Health & Social Care	EIP	
Service/team	Integrated Community Response		
Accountable to	Team Manager		
Responsible for	Urgent Crisis Response Officers & Assistants		
JE Reference		Date Reviewed	

Purpose of the Job

To provide a rapid 2hr responsive quality Service for the Community in times of crisis, illness or injury, to prevent hospital admission and facilitate hospital discharge. Respect for confidentiality, diversity and dignity is essential as is the commitment to provide an equality of service which is responsive to the needs of all service users.

To ensure that Urgent Crisis Response Services are provided in line with the needs of the local population of Knowsley through strategic and service planning.

- To ensure robust, efficient and effective practice delivers cost effective services in line with the national standards and principles of best practice.
- To manage the service, supervise the performance and development of staff, develop networks across the community
- To be responsible for managing the demands on the service providing a responsive, time limited focussed service ensuring seamless transfer of care.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide a first point of contact for referrals
2. To screen and facilitate an initial assessment of the service user within their home
3. Allocation of service users to Urgent Crisis Response / Rapid Response Assistants/ Reablement staff making effective use of resources available
4. Delegate person centred planning where appropriate



5. Carry out risk assessments as required and ensure staff are aware of how to work with safeguarding and emergency situations
6. To provide advice and guidance to service users, carers and staff
7. Chair team meetings with staff and ensure effective communication
8. Undertake Supervision, Performance Review and Development meetings with staff
9. To develop close working relationships across Health and Wellbeing Services and the community
10. Ensure robust processes are in place to effectively measure, monitor and develop service delivery and service outcomes
11. To ensure service compliance to meet CQC standards
12. To undertake quality audits of the service ensuring seamless transfer of care
13. To cover essential elements of the Registered Managers role as required
14. Within appropriate policies and procedures, recruit and manage available human resources
15. Within appropriate policies and procedures, manage financial and physical resources
16. Contribute to the effective implementation of the business plan and future service planning and development
17. Manage Absence management

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.
- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.