

## JOB DESCRIPTION

**Job Title:** Initial Screening and Contact Officer – Adult Front Door Service

**Directorate & Section/Unit:** Communities and Provider Services

**Reporting to:** AFD senior

**Responsible for:** N/A

**Salary Grade:** Scale 5

**DMA Management Level:** Frontline

**DMA Span of Control (Direct Reports):** N/A

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### Purpose of job:

- To be a point of contact for members of the public and professionals, screening and directing contacts to the right service to meet the resident's needs.
- To co-ordinate waiting lists and undertake lateral checks for the both the Adult Front Door and TAST team.

### Main Activities & Responsibilities:

- Screen contacts from the public and professionals to forward contact/referral to appropriate service or provider
- Make initial decisions on the support level based on comprehensive knowledge of legislation and guidance and using basic risk assessment skills know when to escalate or seek further guidance to make these decisions in a consistent and timely way
- Interrogate a range of electronic systems to gain all relevant information and ask quality questions of professionals or agencies
- Maintain and update electronic systems in an accurate, concise and timely way
- Communicate effectively with a range of customers, such members of the public, carers, police and GPs, ensuring responses are delivered in a timely and sensitive way
- Resolve any arising disagreements and conflicts appropriately
- Collate and share information amongst partners through multiagency Partnership Integrated Triage meetings (PITStop).
- Advise and refer through an extensive and up to date knowledge of local, regional and national service provision.
- Work responsibly within data protection legislation and maintain confidentiality

### Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with adults in situations which make them vulnerable can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

#### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

#### **Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Nikki Breakwell

Date: 5<sup>th</sup> August 2024

Date of grading confirmation: 6<sup>th</sup> August 2024

**\* WCC is aiming towards a 5-level management organisational structure with level 5 being the Chief Executive.**

## PERSON SPECIFICATION

**Job Title:** Initial Screening and Contact Officer

**Directorate & Section/Unit:** Communities and Provider Services: Adult Front Door

**Salary Grade:** Scale 5

### EXPERIENCE:

It is **essential** that the post holder must:

- Considerable proven customer service experience that evidences the ability to recognise individual needs.
- Considerable experience in a range of IT packages and databases (e.g., LAS, Microsoft word, excel, Outlook, Teams)
- Considerable experience of providing quality assured advice and guidance to members of the public and professionals on a range of sensitive and complex matters with tact and diplomacy
- Considerable experience of assessing and analysing initial information and identifying levels of risk to make well informed and consistent initial decisions
- Considerable experience of working within a multi-disciplinary team in a health, care or adult's services setting
- Experience of handling highly sensitive information

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Detailed knowledge of Worcestershire based health and wellbeing services for adults including know safeguarding, learning disability, urgent care and mental health as well as relevant regional and national support available
- Detailed knowledge of the relevant legislation including data protection and information sharing protocols, and other legislation and protocols relating to the services provided by Adult Services (e.g., The Care Act 2014, Equality Act 2010)
- A working knowledge of data protection legislation and maintaining confidentiality
- The ability to promote integrated partnership working and information sharing with key partner agencies
- The demonstrable ability to resolve any professional conflicts and disagreements which may arise with customers in a professional, courteous and impartial manner, in order to provide high quality customer service on sensitive and complex issues
- Integrity, working always as a team player to ensure the best possible outcome for resident
- Excellent communication skills, both oral and written
- Ability to remain calm and professional when dealing with challenging and aggressive callers who may be experiencing traumatic circumstances

- Proficient and highly accurate IT skills when processing and recording details on case management systems
- The ability to locate and analyse information using IT systems to confidently interrogate data and key information to make informed and consistent decisions about risk and appropriate action
- Demonstrable ability to systematically work towards deadlines in order to achieve targets and meet performance indicators
- Ability to manage and prioritise own workload whilst continuing to perform as a team player
- Ability to work and make decisions within prescribed procedures
- The ability to demonstrate substantial knowledge of equality & diversity issues and their impact

### **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- Qualification in social work, advice and guidance, early intervention or other relevant qualification at NVQ Level 3 or equivalent compensatory experience.
- A good level of general education GCSE/NVQ2 or equivalent (including English and Mathematics)
- Relevant safeguarding training and knowledge

It is desirable the post has:

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

### **ADDITIONAL INFORMATION:**

It is **essential** that the post holder has:

- Awareness of the sensitive nature of work and need for confidentiality
- A professional approach to work and is punctual
- Has the ability to makes things happen and is able to operate with autonomy, resilience and flexibility at all times
- Is able to use good questioning skills to ascertain risk levels and offer appropriate advice where a number of options are available
- Ability to work flexibly according to service need
- An understanding of and commitment to value diversity and equality of opportunity
- A commitment to continuing with personal and professional development
- A willingness to undertake appropriate training

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Date: 5<sup>th</sup> August 2024