

JOB DESCRIPTION

Job Title: Adult Front Door Advisor
Directorate & Section/Unit: People's Directorate
Reporting to: Team Manager
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:

Adult Front Door supports people at the earliest opportunity and maximise's the effectiveness of early intervention and prevention. With the aim to prevent or delay individuals from developing longer term care and support needs. This enables individuals to be healthy for as long as possible, self-managing long-term conditions.

The Adult Front Door is the first point of contact for individuals seeking health and wellbeing support. Advisors will provide a person-centred response to requests for help and effectively support individuals to live well and as independently as possible.

Adult Front Door Advisors will follow the Building on Strengths approach and principles by offering early advice, support and guidance to ensure as many individuals as possible are supported at the earliest opportunity.

Main Activities & Responsibilities:

1. To provide an effective telephone consultation and referral service for individuals and agencies seeking access to, or information about, Adult Social Care between the hours of 8:30am and 5.00pm Monday to Thursday and 8.30am and 4.30pm on a Friday.
2. To provide individuals and families with information and advice, coordinate practical support and/or connect and refer to local services such as the voluntary/non-statutory care and support services as appropriate.
3. Be person centred and outcome focused, assessing readiness for positive behaviour change and supporting individuals to achieve outcomes that they have identified. Supporting them to

realise their potential by building their confidence and self-esteem to effectively improve their own health, wellbeing, and independence.

4. To offer professional support, practical advice and guidance to individuals on issues such as welfare benefits, budgeting, tenancies, life skills, healthy eating, lifestyles, education and training and employment.
5. Implement the Building on Strengths approach by offering early advice, support and signposting and may carry out low level assessment of need where applicable.
6. To establish positive relationships with key partners and embed a multi-agency approach and response which will include working collaboratively with other professionals, enabling individuals to live as independently as possible.
7. To work with individuals to promote their independence and ensure their needs are met.
8. To meet statutory requirements including best practice in relation to current legislation e.g., Care Act 2014 and Children Act (1989 and 2004).
9. To identify and support individuals who may be at risk following safeguarding procedures.
10. Maintain clear and accurate records of work practice within established record keeping, information sharing, and confidentiality policies; including recording, reviewing, and analysing information related to specific caseload.
11. To fully engage in reflective practice, including participating in regular supervisions and Annual Appraisals, offering peer support and shadowing opportunities where appropriate, demonstrating you are an active member of the team.

Generic Accountabilities:

1. 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
2. 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
3. To undertake health and safety duties appropriate with the job and/or as detailed in the Directorate's Health and Safety Policy
4. 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
5. Working with some vulnerable adults 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.
6. 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).

7. 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.
8. 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 ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- 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: April 2022

Date of grading confirmation: May 2022

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

PERSON SPECIFICATION

Job Title: Adult Front Door Advisor

Directorate & Section/Unit: Peoples Directorate

Salary Grade: Scale 5

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

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

- Demonstrable evidence of delivering a first-class service to all individuals from initial point of contact.
- Considerable experience of working in a health or social care environment, providing advice, guidance and support to individuals with care and support need.
- Considerable experience of working with people in difficulty or distress, assessing needs and translating these into person centred outcomes.
- Demonstrable experience of working in conjunction with other health and social care agencies and professionals
- Demonstrable experience in maintaining accurate records using computer-based information systems.
- Evidence of Continuing Professional Development

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Detailed knowledge and understanding of community resources and how to access these
- Detailed knowledge and understanding of vulnerable individuals that may use our services
- Working knowledge and understanding of strength-based assessment and approaches.
- Detailed knowledge of current, relevant legislation e.g., Care Act 2014 and Children Act (1989 and 2004) and associated safeguarding procedures
- Ability to identify and take action to resolve issues and share information including responding appropriately to safeguarding situations.

- Ability to be innovative and use own initiative whilst recognising the need to work within appropriate boundaries and service limitations.
- The ability to liaise effectively and build productive working relationships with other agencies and providers.
- The ability to communicate effectively and sensitively with service users, taking into account their individual needs, including explaining complex or new information in a way which is easily understood.
- The ability to work as part of a team with a willingness to contribute to, develop and sustain working practices.
- The ability to work to tight deadlines and prioritise work in a fast-paced environment.
- An ability to work flexibly and react to changes at short notice in order to support the business requirements.
- Excellent verbal and written communication skills, including accurate recording skills.
- Excellent inter-personal skills and organisational skills
- Excellent IT skills, including Microsoft Office'

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

- An understanding of and a personal commitment to the Vision and Values of Worcestershire County Council
- An understanding of Equal Opportunities, anti-oppressive and anti-discriminatory practices
- Knowledge about Worcestershire County Council's Social Care Offer
- Knowledge about the information on the social care web page

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

Level 2 qualification (e.g. NVQ2) in health and social care or be able to demonstrate equivalent experience

Level 2 qualification (e.g. GCSE A to C) in maths and English or demonstrable equivalent

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

Level 3 qualification (e.g. NVQ3) in health and social care or be able to demonstrate equivalent experience