

Job Description

Job Title: Adult Social Care Access Officer	Service Area: Adult Social Care – Mental Health
Division/Section: Adults and Health	Job Number:
Grade: Scale 6	Date last updated: March 2022

Overall Purpose of Job

Access to Adult Social Care Team is part of the Assessment & Care Management Service. This team provides a comprehensive telephony front office single point of contact for all adult social care referrals.

To put the Council's vision of seamless local front office service delivery into practice, by assisting with front office services and providing a wide range of best class services which reflect and meet the needs of the local community in a specific locality within the Borough.

To support the overall delivery of the front office by working with the Adult Social Care Access Team to provide high quality service during opening hours.

Job Context

1. The post holder reports to a Practice Manager and a level post for professional oversight and governance. Operational planning of work schedules and breaks will be controlled by the Senior Access Officer.
2. The post holder will be expected to work within the Adult Social Care Access Team.
3. The post holder will work flexibly and work as an effective team member.
4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Staff

1. To contribute towards the implementation of a working culture that is result-orientated and customer-focused.
2. To be responsible for continuous personal development by requesting support where and when necessary.
3. To liaise with the staff of all departments, external organisations or customer representative and attend meetings.
4. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action and demonstrate a strong commitment to the delivery of Newham Council's diversity and equalities strategy in all aspects of their work.
5. To undertake all duties with minimal supervision.

Service Provision and Development

1. To maintain a high-level understanding of end-to-end customer interactions and to ensure appropriate levels of understanding throughout the designated service.
2. To participate in community outreach events, etc as required.
3. To handle difficult or sensitive enquiries effectively using the appropriate body language, listening skills and rapport building.
4. To inform the Senior Officer/Practice Manager of any circumstances requiring management oversight, including issues around risk, mental capacity and safeguarding practices.
5. To understand what matters to customers, and to ensure appropriate levels of understanding throughout the staff delivering services.
6. To help support the delivery of continuous improvement within services, by responding to customer demand, reducing and eliminating "waste", and improving performance and efficiency.
7. To work as part of the Access Team to drive an innovative and demand-driven approach to service development, and to ensure that the Service is responsive to public/customer needs and achieves efficiency in operation.

8. To demonstrate alignment with the Council's vision, aims and values.
9. To use effective communications, liaison and working relationships across the locality team.
10. To use all available information technology applications and other systems to provide information, advice and support for customers.
11. To assist with safeguarding enquiries, assessing and analysing risk to a high level of competence in line with the Safeguarding/Risk Management framework.

Administration, Finance and Performance

1. To uphold all of the Council's policies and procedures.
2. To adhere to all appropriate standards, procedures and quality management systems and participate in promoting innovative methods for improving service quality.
3. To operate within the agreed planning and performance review systems to deliver professional access service which is relevant, high quality, protects customer confidentiality.

Health & Safety & Council Policy

1. To comply with the Council's policies on Health & Safety.
2. To keep the Access Team facility tidy, safe, secure and ensure that all health and safety requirements are met.
3. To uphold and ensure compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures) and to meet the Council's statutory responsibilities.
4. To carry out appropriate duties, as required, at any office location within the borough.
5. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

In line with Government legislation, if the post you are applying for requires you to visit a registered care home as part of your role it is a legal requirement to provide evidence of your COVID-19 vaccination status or an exemption certificate to work for the Council

Person Specification

Job Title: Adult Social Care Access Officer	Service Area: Adult Social Care – Mental Health
Division/Section: Adults and Health	Job Number:
Grade: Scale 6	Date last updated: March 2022
<p>IMPORTANT INFORMATION FOR APPLICANTS</p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.</p>	
CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE:</p> <p>A clear understanding of the Council’s Vision for front office services.</p> <p>Specialist knowledge of Adults Services operational service areas.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>Good understanding and knowledge in relation to safeguarding principles and issues.</p>	<p>Application Form/Interview</p>
<p>EXPERIENCE:</p> <p>Experience of working within a customer-focused front-line service, in the public, private or voluntary sector.</p> <p>Experience of operating, updating and retrieving data from IT systems.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to deliver high quality, customer focussed, value for money services.</p> <p>Good communication skills (orally and in writing) for a broad range of audiences.</p> <p>Good record keeping skills</p> <p>Ability to deliver excellent customer contact standards.</p> <p>Sound problem-solving skills, and ability to quickly evaluate situations, identify risk, and initiate appropriate actions.</p> <p>High level of problem-solving skills, and ability to quickly evaluate complex situations and take the appropriate actions to resolve the issue.</p> <p>Be able to actively participate at team and corporate meetings, sharing best practice and developing effective working relationships.</p> <p>The ability to organise task and workload independently and meet timescales, demonstrate accountability and seek appropriate management oversight</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p>	<p>Application Form/Interview/Test</p>

<p>The ability to work as part of a team and create a productive and harmonious working environment.</p> <p>Ability to work in a highly flexible way.</p> <p>Ability to take initiative within given parameters to deliver required results.</p> <p>Ability to respond quickly and effectively to shifting service needs.</p> <p>A demonstrable understanding of equal opportunities issues and commitment to achieving equality and opportunity in service delivery.</p> <p>A demonstrable understanding of providing high quality, inclusive services across a range of service areas, and a willingness and ability to, following training, work in a variety of service areas within the Front Office.</p> <p>Ability to take initiative within given parameters to deliver required results.</p> <p>Demonstrable evidence of taking personal responsibility for continuing personal professional development.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This post is subject to a DBS enhanced disclosure.</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p>	<p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>