

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Access Advisor	Grade: SC6-SO1
Section: Adult Services Operations	Department: Education and Social Services
Responsible to following manager: Senior Social Worker	Responsible for following staff:
Post Number/s:	Last review date January 2017

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To work as a member of the Access Team, providing an effective, accessible, customer-focussed first point of contact for Adult Social Services. This involves providing good quality information and advice on Council and partner services to people contacting via telephone, correspondence and in person.

Specific Duties and Responsibilities

1. To provide a prompt, courteous and knowledgeable response to all enquiries via telephone, email, letter or in person.
2. To promote independence and informed choice by providing pertinent information and advice covering a range of topics including: care and support; prevention of needs; finances; health; and safeguarding.

3. To recognise and identify carers.
4. To signpost people to alternative services where appropriate, redirecting and providing contact information as required.
5. To maintain an up-to-date knowledge of local services, liaising with other Council Departments and Health and partner organisations.
6. To take clear referrals, collecting and inputting information into the service database accurately and concisely, meeting all data quality and monitoring requirements.
7. To screen adults and carers effectively. Where there is an appearance of need for care and support, to complete contact assessments. To be aware of preventative services such as equipment, Telecare and enablement and of statutory services.
8. To identify situations where adults or children might be at risk and to refer them on, following the Safeguarding Policy and Procedure.
9. To identify situations where an urgent response is required, and take the necessary action.
10. To contribute to service improvements including undertaking customer satisfaction monitoring and benchmarking activities and to proactively try to resolve any customer concerns.

Progression from Scale 6 to SO1

The Access Advisor needs to demonstrate, through supervision and their own portfolio of supporting evidence, that they have been able to respond to increasingly more complex work and are able to make clear informed decisions about the level of support required by service users, within the scope of the role.

The Access Advisor must be able to demonstrate that they have worked with an increased level of autonomy to achieve agreed outcomes for service users, and through their portfolio of evidence provide examples to support their case, within the scope of the role.

The Access Advisor must be able to demonstrate the ability to provide intervention and support planning consistent with a SO1 grade autonomously when of moderate complexity and under guidance when more complex.

The Access Advisor must be able to demonstrate highly developed interpersonal skills and an ability to effectively use digital systems and platforms for effectively recording case work and decision making.



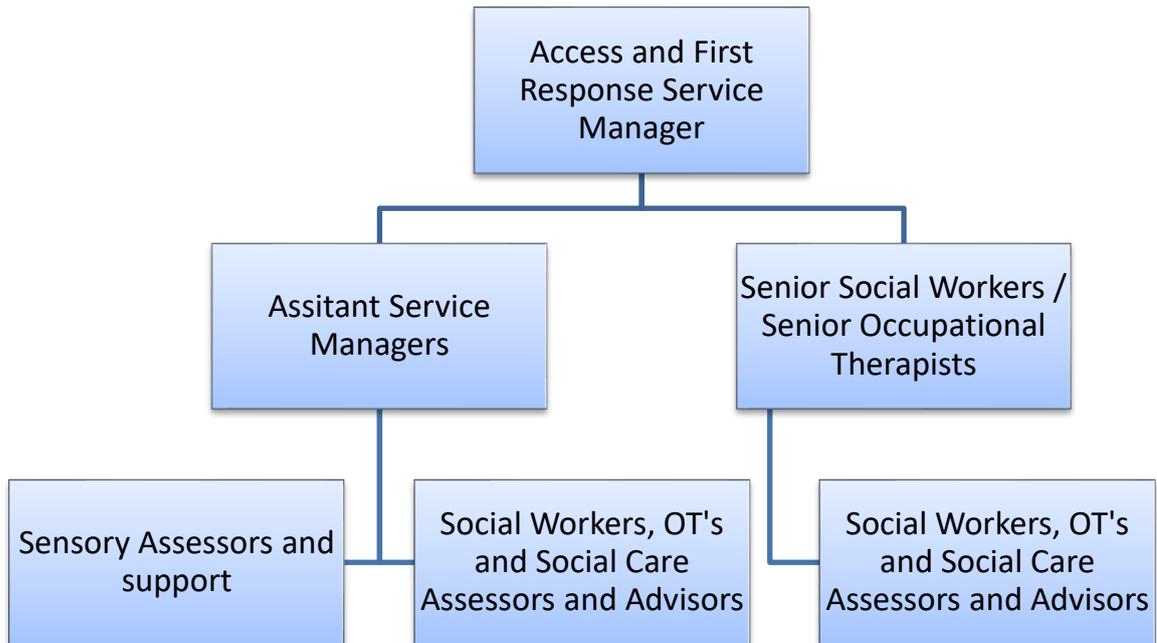
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continuous review and, as a result, -the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

N/A

Current team structure



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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/T/C (see below for explanation)
Knowledge	
1. An understanding of good customer services.	A and I
2. Knowledge of the roles and responsibilities of a Social Services Department.	A and I
3. An understanding of safeguarding adults and children and within that, the responsibilities of Social Services and the role specifically.	A and I
4. Understanding of the importance of supervision and training.	A and I
Experience	

5. Experience of providing information and advice to customers.	A and I
Skills	
6. Ability to communicate clearly and concisely both verbally and in writing, using appropriate IT.	I/T
7. Ability to learn and retain up-to-date knowledge of local services.	I
8. Ability to collect information and complete a contact assessment.	I
9. Ability to actively encourage people towards the types of information and/or advice that may be particularly relevant to them.	
10. Ability to interact responsively with people who are distressed or angry.	A and I
11. Ability to work collaboratively with others, promoting equality and respect for diversity.	A and I
Qualifications	
12. A Social Care qualification (e.g. NVQ II, III, etc.)	I

A – Application form

I – Interview

T – Test

C - Certificate