



# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Social Care Advisor	<b>Grade:</b> SC6-SO1
<b>Section:</b> Adult Social Care Services	<b>Directorate:</b> Adult Social Care and Public Health
<b>Responsible to following manager:</b> Senior Social Care Advisor	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> TBC	<b>Last review date:</b> May 2022

### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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

The Social Care Advisor will be based in the First Contact team within the Front Door service and provide an effective, accessible, customer-focussed first point of contact service for Adult Social Care.

The potholder will provide good quality information and advice on Council and partner services to people contacting the Council via a range of different channels. The Social Care Advisor will effectively identify known adults, new referrals, and unpaid carers to offer them the best user journey and experience possible.



**Specific Duties and Responsibilities**

- 1. To provide a prompt, courteous and knowledgeable response to all enquiries via telephone, email, letter, social media, online or in person to deliver high quality customer service and help local people to successfully navigate services including consideration of individual communication needs.
- 2. To promote independence and informed choice by providing personalised information and advice covering a range of topics including community resources, care and support and independent living, paying for care, safeguarding and preventative services including reablement, equipment, care technology, and Telecare.
- 3. To recognise and identify carers and promote carer’s wellbeing through the provision of personalised information and advice covering a range of topics relevant to carers and the people they care for.
- 4. To signpost people to alternative services in line with the strengths-based approach, redirecting and providing contact information as required and working alongside care navigation and social prescribing services where appropriate.
- 5. To maintain an up-to-date knowledge of services in the local community, maintaining good working relationships with voluntary sector organisations, health, other Council Departments, and partner organisations.
- 6. To receive and screen all incoming referrals, self-referrals, and general contacts effectively, collecting and inputting information into the social care database accurately and concisely, and making timely decision about the most appropriate professional or service to respond and ensure smooth internal and external handovers.
- 7. To identify situations where adults or children might be at risk and raise Safeguarding Adults Concerns in line with the local Safeguarding Policy and Procedures and send for management consideration.
- 8. To identify situations where an urgent response is required and take the necessary action and proactively seek management guidance where risks or concerns are identified outside of the usual remit.
- 9. To contribute to service improvements including undertaking customer satisfaction monitoring and benchmarking activities and to proactively try to resolve any customer concerns.
- 10. To ensure that information is recorded consistently, accurately, proportionately and meets statutory timescales. To ensure that service user confidentiality is



maintained, and that information is shared with the service user, care, and other agencies in accordance with the Department’s data protection requirements.

**Progression from Scale 6 to SO1**

- 11. The Social Care 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.
- 12. The postholder must be able to demonstrate that they have worked with an increased level of autonomy to achieve agreed outcomes for adults and carers, and through their portfolio of evidence provide examples to support their case, within the scope of the role.
- 13. The postholder 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.
- 14. The postholder 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 Richmond & Wandsworth Better Service Partnerships.
- 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 Richmond & Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

- Not applicable

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graph TD; SM[Service Manager] --> TLFCT[Team Leader First Contact]; SM --> ASM[Richmond]; SM --> ASM2[Wandsworth x2]; SM --> SS[Sensory Services]; TLFCT --> SSCA[Senior Social Care Advisors x3]; TLFCT --> SCA[Social Care Advisors x13]; ASM --> SSWOT1[Senior Social Worker/ OT x2]; ASM --> SWOT1[Social Worker/ OT x4]; ASM --> SCA1[Social Care Assessor x2]; ASM2 --> SSWOT2[Senior Social Worker/ OT x4]; ASM2 --> SWOT2[Social Worker/ OT x7]; ASM2 --> SCA2[Social Care Assessor x2];
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The organizational chart for the Community Care Team is structured as follows:

- Service Manager** (top level)
  - Team Leader First Contact**
    - Senior Social Care Advisors x3
    - Social Care Advisors x13
  - Assistant Service Manager (Richmond)**
    - Senior Social Worker/ OT x2
    - Social Worker/ OT x4
    - Social Care Assessor x2
  - Assistant Service Manager (Wandsworth) x2**
    - Senior Social Worker/ OT x4
    - Social Worker/ OT x7
    - Social Care Assessor x2
  - Sensory Services** (shaded box)



Person Specification

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Our Values

- THINK BIGGER
- EMBRACE DIFFERENCE
- CONNECT BETTER
- LEAD BY EXAMPLE
- PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

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

**A – Application form**  
**I – Interview**  
**T – Test**  
**C - Certificate**