**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Senior Social Care Advisor | **Grade**: PO1 |
| **Section:**  Adult Social Care Services | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Team Leader First Contact | **Responsible for following staff:**  Social Care Advisor |
| **Post Number/s:**  TBC | **Last review date:**  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 Senior Social Care Advisor will be based in the First Contact team within the Front Door service and ensure the provision of an effective, accessible, customer-focussed first point of contact service for Adult Social Care.

The postholder will provide line management to the Social Care Advisors and have responsibility for the quality assurance of the first point of contact for Adult Social Care.

**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 screen complex incoming referrals and self-referrals 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 effectively identify situations where an urgent response is required, make clear and informed decisions about the level and type of support required and recommend immediate actions take and provide guidance to Social Care Advisors where required.
9. To work with adults or carers to develop and agree Care and Support Plans (including in an emergency), to promote well-being by meeting eligible, unmet needs. To ensure these plans use Council resources to best effect and that authorisation is provided where necessary.
10. To contribute to service improvements including undertaking customer satisfaction monitoring and benchmarking activities and to proactively try to resolve any customer concerns.
11. 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.

**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, handling complaints and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and 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.

**Additional Information**

* The Senior Social Care Advisor is responsible for direct line management of Social Care Advisors.
* The Senior Social Care Advisor will take on delegated management responsibilities, including deputising for the Team Leader First Contact and assisting with day-to-day management of the team and its performance.

**Team structure**

**Person Specification**

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| --- | --- |
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| **Section:**  Adult Social Care Services | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Senior Social Care Advisor | **Responsible for following staff:**  N/A |
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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](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | Essential | Desirable | Assessed | |
| An understanding of good customer services. | x |  | A and I | |
| Knowledge of the roles and responsibilities of adult social care including relevant current legislation. | x |  | A and I | |
| An understanding of safeguarding adults and children and within that, the responsibilities of Social Services and the role specifically. | x |  | A and I | |
| Understanding of the importance of supervision and training. |  | x | A and I | |
| **Experience** | Essential | Desirable | Assessed | |
| Experience of providing information and advice to customers. | x |  | A and I | |
| **Skills** | Essential | Desirable | **Assessed** | |
| Ability to communicate clearly and concisely both verbally and in writing, using appropriate IT. | x |  | I/T | |
| Ability to learn and retain up-to-date knowledge of local services. | x |  | I | |
| Ability to collect information and complete a contact assessment. | x |  | I | |
| Ability to actively encourage people towards the types of information and/or advice that may be particularly relevant to them. | x |  |  | |
| Ability to interact responsively with people who are distressed or angry. | x |  | A and I | |
| Ability to work collaboratively with others, promoting equality and respect for diversity. |  | x | A and I | |
| **Qualifications** | Essential | Desirable | Assessed | |
| A Social Care qualification (e.g., NVQ II, III, etc.) |  | x | I | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**