



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Social Care Advisor	Grade: SC6-SO1
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
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 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.

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

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