

Job Description

Job Title – Call Handler- Single Point of Access

Company Role Profile: OS1

Grade: 2

Responsible to - Team Leader/ Business Manager

Purpose of Role

As part of Recovery at Home, Single Point of Access Service to:-

- Provide a comprehensive, efficient, effective and responsive enquiry service to customers.
- Ensure that all customer contacts are handled in an appropriate way and demonstrate excellent customer service
- Resolve customer enquiries with the aim of satisfying customers and triaging customers to an appropriate outcome
- Meet the agreed service standards of the service.

Scope

Sunderland Care and Support provides a wide range of social care services, including:

- Sunderland Telecare
- Farmborough Intermediate Care Centre
- Recovery at Home Service
- Community Equipment Service
- Home Improvement Agency (including Handyperson Services)
- Community Resource Centres
- Short-break and Respite Services: 1 for children and their families, 2 for adults with learning disabilities and physical disability
- Supported Living Schemes
- Registered Residential Services
- Support Time and Recovery and Outreach Services
- Sunderland Shared Lives

Values

The post holder will:

- Commit to the vision, core values and objectives of Sunderland Care and Support
- Aspire to adopt the Skills for Care Code of Conduct for Healthcare Support Workers and Adult Social Care Workers?

Sunderland Care and Support Mission Statement

'To be a trusted provider in the delivering of high quality customer focused social and health care services'

Sunderland Care and Support Core Values

Primary Value

The needs of the Customer come first

Core Values

- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the care and support they provide in the job role wherever it takes place:

- **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
- **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
- **Competence** - Means all employees must have the ability to understand a customer's health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.
- **Communication** - Central to successful caring relationships and to effective team working. Listening is as important as the key to a good workplace with benefits for those in our care and employees alike.
- **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
- **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company's mission statement and value a reality for all

Sunderland Care and Support has also adopted **the Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

- Being accountable.
- Making a difference.
- Focusing on detail.
- Delivering quality.
- Being completely honest.
- Keeping promises.
- Being reliable.
- Being positive.
- Meeting deadlines.
- Helping others. Showing tolerance
- Being a great team member.
- Respecting company policy and rules, and respecting others.

NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder

1. Planning

- 1.1. To take and action all incoming calls into the Single Point of Access, using various communication networks, ranging from PNC / telephone and taking the appropriate actions To provide a comprehensive, efficient, effective and responsive enquiry service to customers.
- 1.2. To ensure that all customer contacts are handled in an appropriate way and demonstrate excellent customer service
- 1.3. To resolve customer enquiries with the aim of satisfying customers within a single contact.
- 1.4. To Plan and organise own workload to ensure the delivery of the agreed service standards.
- 1.5. To make decisions in accordance with service standards, and on a daily basis, when dealing with problems and queries.
- 1.6. Deal with and solve problems which can be both straightforward and varied, on a daily basis, to ensure customer enquiries are dealt with satisfactorily.

2. Customer Service

- 2.1. To develop and maintain positive customer relationships, which includes appropriately managing people's expectations.
- 2.2. To listen to the customer to assess basic customer information and anticipate their individual needs and requirements to be able to satisfactorily triage heir enquiry.
- 2.3. Understand Safeguarding guidance and responsibilities.
- 2.4. Ensure customer contact is in accordance with the Customer service standards.
- 2.5. Work as part of a team, to provide the more appropriate response to request for assistance or information service
- 2.6. To resolve enquiries satisfactorily which may at times include persuading customers towards a particular course of action or alternative approach.

3. Advice and Guidance

- 3.1. Record information into electronic and paper records

4. Records and Reports

- 4.1. Respect people's right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
- 4.2. Ensure all records are accurate, legible, complete and up to date.
- 4.3. Comply with data protection principles and respect the privacy of personal and customer information.
- 4.4. Support people's right to complain and respond positively to informal concerns.

5. Professional Contacts and Relationships

- 5.1. Establish and maintain the trust and confidence of customers,
- 5.2. Work as part of a support team, within a multi-agency framework, to ensure that the aims and objectives of the service and the needs of the person are met within in line with the care plan.
- 5.3. Participate in partnership work with other professionals to ensure the needs of the person are reviewed.
- 5.4. Work independently and be able to make sound judgements in relation to emergency situations and customer requirements in line with policies and procedures.

6. Working Environment Context

- 6.1. Work flexibly on a rota basis, including weekends, bank holidays, night shift waking nights and sleep-ins.
- 6.2. Have regard for the health, safety and security of the workplace, yourself and others in accordance with legislation and SCAS policies and procedures

7. Professional Context

- 7.1. Organise own Workload within given time constricts
- 7.2. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning and training.
- 7.3. Keep up to date with knowledge, skills, innovation and developments in service provision and use in your work with people.
- 7.4. Honour and meet agreed work commitments.
- 7.5. Act in a professional manner, in line with SCAS policies, procedures, it's commitment to equality and sound value base of social care principles. For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

8. Other duties

- 8.1. The post holder is expected to be flexible in order to:
 - Cover all hours as services develop e.g. Weekends, evenings, sleep-ins and waking nights
 - To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the service and the customers.
 - Provide appropriate support and carry out other tasks and duties in line with their job role descriptions and the care and support plan.
 - Attend regular team meetings, supervision and appraisal sessions.

Duties and responsibilities of the Role

This Role Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.