



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE:	Adult Social Care Adviser
GRADE:	Band 5
RESPONSIBLE TO:	Senior Adult Social Care Adviser
RESPONSIBLE FOR:	N/A

Overall Objectives of the Post:

The post holder will be responsible for the effective delivery of the South Tyneside Let's Talk Service, the single point of contact into Adults and Integrated Care in South Tyneside.

An Adult Social Care Adviser (ASCA) is responsible for the effective delivery of the service ensuring that prompt and consistent information and advice is provided to ensure the person is connected to the right support to meet their needs.

Adopting an approach of providing 'Great Information and Simple Connections', ASCA's will listen effectively to what matters to the person and what outcomes they want to achieve from their contact and quickly identify whether the person's needs could and should be met through themselves, a connection to third sector partners, or another worker/ team in Adults and Integrated Care.

Adult's and Integrated Care is committed to developing a strengths based service, and the ASCA role is critical to ensuring that people are effectively connected to the right support for them, first time. Communicating through multiple routes the post holder must be an effective listener, able to act independently, be professionally curious and be committed to ensuring the person receives a personalised response.

The post holder will respond to telephone, written and face-to-face communications from the public and internal and external colleagues and will be required to ensure the service is meeting its Care Act duties to provide good quality information and advice to anyone with an enquiry. This may include carers, people with a learning disability, autism, physical or mental health issues and safeguarding concerns within an overall framework of enhancing a person's wellbeing .

The postholder will be central to the development, performance, quality assurance and continuous improvement of the team and the wider Adults and Integrated Care Service, ensuring support and services are responsive to the local and national landscape and contribute to the Council's aims and objectives within an overall framework that safeguards adults, promoting health, independence and wellbeing

You will ensure that policy objectives are met within your area of responsibility, whilst optimising service performance and use of available resources with a focus on value for money.

Key Tasks of the Post:

- Maintain an up to date knowledge of support and services in the community, liaising with colleagues within the council and partner organisations to obtain information and access to services.
- Effectively understand the nature of the persons queries and provide clear, concise and timely information and advice to meet their expectations and outcomes.
- Facilitate choice through promoting independence particularly through the provision of information, advice and support to enable people to maintain their independence for as long as is possible.
- Deliver strengths based and solution focussed outcomes to enquiries using a consistent approach to understanding what matters to the person and supporting people consider the range of options available to them.
- Connect people to supports available within their own network and community taking into account their own resources and strengths.
- Seek a positive outcome at all times, diffusing difficult situations negotiating and handling objections in a diplomatic and tactful way to achieve the best possible customer experience.
- Carry out the first conversation as part a strengths based approach seeking to resolve needs at the earliest possible point for the persons contact.
- Where appropriate, identify needs and risks and ensure the person is connected to the right level of support.
- Ensure that the function of the team to provide Great Information and Simple Connections is adhered to, so people's needs and outcomes are met including the use of community, independent and voluntary sector resources.
- Identify situations where the person is deemed to be at risk including situations where the individual may be experiencing abuse or neglect and ensure compliance with Safeguarding Adults procedures and Making Safeguarding Personal guidance.
- Seek guidance and escalate calls where appropriate to ensure positive outcomes are achieved. Work in partnership with colleagues from a range of agencies, ensuring a smooth and seamless experience, reducing barriers and handovers between services which should be invisible to the person needing support.
- Ensure the highest level of data quality and that information is recorded in a timely, accurate and complete manner, ensuring the service meets all statutory recording requirements.
- Proactively work towards embedding personalisation into practice including but not limited to, self-assessment, self-directed support and direct payments.
- Contribute to the ongoing improvement and development of the team and the wider Adults and Integrated Care Service.
- Take responsibility for ensuring individual practice meets with Council guidelines, policies and procedures as well as local and national professional standards, including attending training and professional development events and activities relevant to the role.
- Maintain a personal responsibility to keep up to date with changes in practice and legislation.
- Have a commitment to actively participate in regular reflective supervision and appraisal through Employee Performance Management (EPM).

Cultural Change: Behaviour Framework

South Tyneside Council has identified 3 core values and asks all employees to think about how you are able to demonstrate these values through your role.

- **Integrity:** We will do the right thing whatever the circumstances.
- **Valuing People:** We will respect everyone and appreciate their diversity.
- **Excellence:** We will strive for continuous improvement.

Adults and Integrated Care have developed a behaviour framework to reflect these core values.

Throughout your role you must demonstrate the following personal qualities and behaviours required of all our employees.

We will do what we say:

- Act with integrity and be clear about our own responsibilities and accountable for our actions.
- Tell customers what they can and cannot expect from us.
- Respond when we say we will to customers queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know.
- Balance competing priorities to meet standards and expectations.
- Trust colleagues to fulfil their responsibilities.
- Communicate in an open, honest, clear and concise way.
- Respect customers right to confidentiality, sharing information only in their best interest.

We will focus on Solutions:

- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands.
- Help people and communities find their own solutions, building on their strengths and assets.
- Actively listen to and involve others, before making decisions and keep others informed of progress.
- Consider alternative solutions, using council resources responsibly and effectively.
- Be flexible in the way we deliver our services to meet customers' individual needs.
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures.
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations.

We will be the best we can be:

- Model the behaviour we want to see in others and lead by example.
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies.
- Act on comments or feedback.
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills.
- Take pride in our own work and that of our team members.
- Celebrate team success and create a positive team spirit.
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: LC/VP/CL

Date: 6.05.20