

Job Description

For HRU
use only

Ref:

Directorate	Community Services
Section/Location	Adult Social Care
Post Title	Advice and Information Response Officer
Permanent/Temp	
Grade	Grade 6
Responsible to	Senior Client Officer
Responsible for	n/a
Job Content	
<ul style="list-style-type: none"> • Following triage by staff within the multi agency hub to take the prescribed actions for each relevant case within the relevant timescales. • Actions and timescales to be followed will be decided by staff within the multi agency assessment hub • To retrieve referrals from the relevant generic e-mail box and from faxes received – also to retrieve referrals received from the out of hours period and ensure all such referrals are assessed and triaged by the multi agency hub • To deal with customers in a polite, courteous, efficient and effective manner at all times in order to achieve the highest standards of customer care, and with special regard to the need for confidentiality. • To maintain an up to date basic knowledge of relevant legislation and guidance to be able to provide accurate advice and information to resolve customer enquiries. • To contribute to the development and upkeep of a comprehensive team information system and local directory to be able to signpost customers to appropriate universal services. • To prioritise and carry out initial telephone assessments with customers and/or their carers working within the relevant criteria under the direction of a social worker Community Wellbeing Officer and MASH. • To complete support plans with customers and/or their carers for single, time limited and non-complex services. • To have a basic knowledge of safeguarding procedures and Signs of Safety to make appropriate referrals to / and support the Multi Agency Assessment Hub. • To refer to a specialist team when required ensuring that referrals are passed to the appropriate team with all requisite information and within the stated timescale or agreed priority. Where appropriate ensure that the customer is kept fully informed. • To contribute to the development of and participate in team systems and processes to ensure the effective working and delivery of the service. • Undertake any training that may be required to deliver excellent service and excellent customer care. • Fulfill all duties and responsibilities with proper regard to the Council's Health and Safety 	

Policy and relevant legislation in order to ensure that safe systems of work are operated for the public, the postholder and other council or contractors' staff

- Promote and comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and ensure all services are accessible to all users
- To ensure that accurate and timely records are kept and that information is handled and shared in line with Council and service procedures and within the Data Protection Act.

Performance standards

Serving our residents and visitors

- You understand and are skilled to recognise and meet differing needs.
- You ask for, and act on, feedback from customers.
- You apply the customer service standards.
- You are professional, friendly and helpful to customers, treating them fairly, and giving accurate and honest information, using simple language.
- You communicate in a way that is effective for each person.
- You will take ownership of a customer's problem and work to resolve this as soon as possible. Where the problem is transferred to someone else you make sure that the customer is aware of what is happening.

Self awareness and taking personal responsibility

- You take part in learning activities, making the most of the learning experience (e.g. taking notes, asking questions, taking part in required tasks).
- You put new knowledge, understanding, or skills to practical use on the job.
- You share your new knowledge and skills with others.
- You discuss your learning and development needs with your line manager and agree appropriate actions.

Effective communication

- You present information in a way that is appropriate to the topic and audience and in line with the council's guidelines.
- You actively listen by paying attention to messages from others, confirming your own understanding and responding appropriately.
- You take responsibility for asking others to clarify things when you are not sure what is expected.

Making change happen

- You respond positively to change and communicate positively about change to others.
- You suggest ideas for improvement and new ways of doing things better.
- You treat change or new situations as an opportunity for learning or growth.
- You evaluate and learn from the outcomes and impact of change.
- You are prepared to change your working practices and behaviours where necessary.
- With the support of your manager you are aware of how your work fits in with the council/ service area's priorities.
- You work to a high standard, take pride in what you do, and approach work challenges with a "can-do" attitude, that includes good time keeping, and does not waste council resources etc.
- You make sure that your behaviour is in line with governance and regulatory guidelines such as health and safety, equality and diversity.
- You keep up to date on current best practice and perform your role within legal, regulatory, ethical and professional requirements set out within your area of work.

- You role model and demonstrate high standards of behaviour such as meeting deadlines, punctuality at meetings and refocus effort as appropriate.
- You demonstrate respect for others by being prepared for meetings through familiarising yourself with any documentation provided.
- You reflect on your performance and are able to identify what went well and where you can improve for the future.
- You provide advice, information and guidance based on accurate and up to date professional knowledge sources.
- You accept responsibility for outcomes (positive and negative) of your own work.

Working collaboratively

- You establish effective relationships with people from diverse backgrounds.
- You work with colleagues from across the organisation to deliver a seamless service to the customer.
- You avoid blaming others and take shared responsibility for problems/issues.
- You continually examine your own behaviours to avoid stereotypical responses.
- You actively participate as a member of the team to achieve positive results and targets for the service and the council.
- You treat people with dignity, respect and fairness.
- You understand your role within the team and take personal responsibility for delivering.
- You develop effective relationships with colleagues, including those within other organisations.
- You follow up commitments in a timely manner.
- You contribute to the team's direction, goals, priorities and targets by sharing suggestions/ideas to improve.
- You keep up to date on key trends within your work area and understand how these can impact on your job role.
- You make suggestions on how your service and others might be improved.

Inspiring others

- You set an example to others within your team and across the council.
- You have a positive outlook and try to lift the spirits of the team.
- You celebrate the achievement of your colleagues.
- You influence others to gain co-operation/support to achieve goals/targets etc.

- 37hrs per week spread across agreed opening hours
- Ability to work outside of normal working hours when required
- Flexible Working Scheme
- Ability to work flexibly across functions and locations to meet the needs of the service