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| **Job Description** |
| **Post title** | Apprentice (Social Care Customer Support) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Adult and Health Services |
| **Service Area** | Safeguarding and Access - Social Care Direct Team |
| **Reporting to** | The post holder is accountable to the Social Care Direct Team Manager |
| **Location** | Your normal place of work will be Spectrum 8, Seaham but you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post **is** subject to an enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Social Care Direct provides support for adult social care services by being the first point of contact for its users to request information, advice, guidance and signposting to the relevant service to help people to live as independently as they can.

The role of the Apprentice (Social Care Customer Support) is to handle these requests for support received via telephone, voicemail or email in a fast, friendly and efficient manner, recording the information accurately on our systems, and forwarding on to the relevant team as necessary.

You will work under close supervision, and will be expected to develop your technical, administration and customer service skills over time. This post is further enhanced with support and training to enable you to resolve minor and medium-term issues either immediately or within a specified time period.

You will be offered shadowing opportunities within other social care teams including Occupational Therapy, Social Work, Direct Payments and Care Facilitation to understand the range of social care support that can be provided.

You will be required to provide a high quality first point of contact for all service users and stakeholders wishing to access adult social care services.

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| **Duties and responsibilities** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties below:

* To study and achieve the [Customer Service Specialist Level 3](https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist-v1-0) during the duration of the apprenticeship.
* To deal with all enquiries from a number of sources via various access channels in a positive and professional manner, take ownership of the enquiry and process them in accordance with council procedures.
* To use the appropriate technology to provide advice, information and services to customers; recording all interactions.
* Undertake a high standard of information gathering, accurately identify and record the customer’s level of needs and risks and deal with and respond appropriately.
* To redirect customers, where appropriate, to specialist professional staff or external agencies and to identify at risk and vulnerable people where referral may be helpful.
* To deal with and respond to customers who may have a range of emotional, physical or mental behavioural difficulties.
* To play a positive role in encouraging customers to provide feedback and in using that feedback to improve services.
* To enhance Durham County Council’s image by promoting awareness of services and achievements and encouraging greater participation.
* Work closely and positively with service delivery teams.
* Work positively as part of a team and with other professionals including social workers and occupational therapists.
* To encourage and assist customers and help them to locate and use council information and service delivery systems eg the council website and Citizen Self Service.
* To contribute to improving service delivery.
* To be flexible in working arrangements to meet the needs of the customer and the organisation and when required undertake any other customer services/administration duties in support of the service as outlined by the manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | 4 GCSEs (Grades 9-4/A\*- C) or equivalent qualification | ICT qualification |
| Experience |  |  Working in a customer service or call centre environment  |
| Skills and Knowledge | Good communication skillsAbility to work as part of a teamAbility to make decisionsAbility to problem solveAbility to deal with confidential matters sensitivelyGood IT skillsAbility to work positively with others | Awareness of local government services |
| Personal Qualities | Flexible and adaptable approach to workEnthusiasmPositive attitudePatientDiplomaticCourteousCustomer focussedConfident |  |