

Job Description

Post Title: Contact Officer, Social Care Direct FF164

Evaluation: 437 Points **Grade: N5**

Responsible to: Supervisor, Social Care Direct

Responsible for: N/A

Job Purpose: To provide a first point of contact for customer access to adult social care services within the Newcastle area.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To deal with enquiries at first point of contact carrying out appropriate screening and/or to take decisions to make a referral to Adult Services taking into account Fair Access to Care and other eligibility criteria.
2. To undertake a high standard of referral taking that accurately records people's level of needs and risks and to handle confidential and sensitive information in accordance with policies and procedures.
3. To respond in a positive manner to vulnerable people who may have a range of emotional, physical, communication or mental health needs.
4. To assess requests for changes in low level service packages and make variations where appropriate.
5. Progress chase customer enquiries to ensure a satisfactory outcome is achieved.
6. To use appropriate technology to provide advice, information and services to customers; recording all interactions
7. Support social care staff in the care management process as required.
8. To account for, reconciliation and security of, petting cash and or other amounts of cash/expenditure, cheques etc in accordance with financial regulations.
9. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
10. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.