

Contact Officer

Job Description

Reports to: **Team manager**

Direct reports: **N/A**

Evaluation: **437 points**

Grade: **N5**

Reference: **FF164**

Purpose

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

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

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 NMET 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 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. Promote and implement Newcastle City Council's Equality Policy in all aspects of employment and service delivery.
9. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures
10. To promote and implement our Diversity, Equality, Equity, and Accessibility policy in all aspects of your employment.
11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure