

## **BCP COUNCIL JOB DESCRIPTION**

Service Unit	:	Adult Social Care Services
Job Title	:	Adult Social Care Contact Officer
Post No	:	
Salary Band	:	BCP Grade F
Responsible to	:	Senior Contact Officer / Operational Manager

The purpose of this job description is to indicate the general level of responsibility of the post. The activities may vary from time to time without changing the general character or level of responsibility entailed.

### **MAIN PURPOSE:**

Contact Officers act as the first point of contact made from members of the public and internal and external professionals. They receive enquiries and information from a wide range of people, providing appropriate advice and information, supporting statutory referrals, initiating assessment processes as well as recording details of new referrals for Adult Social Care onto the system that need be allocated to teams within the Service Unit.

### **MAIN RESPONSIBILITIES:**

- To be the first point of contact for professionals, and the general public requiring information or services.
- Ensuring that people contacting the Contact Centre receive a timely, courteous and helpful response.
- Administer the Crisis advice scheme in line with Local authority policy and guidance
- Support the triaging process for safeguarding of vulnerable adults.
- Support the statutory work undertaken by the Approved Mental Health Team.
- Initiate the assessment process of adults requiring services
- Support the Continuing Healthcare Team in screening referrals for their Team.

### **MAIN OBJECTIVES:**

- Enabling Adult Social Care Teams to carry out work effectively and efficiently by collecting correct information from referrers, recording this data appropriately. This will include gatekeeping all referrals to services via agreed protocols.
- Ensuring that callers whose needs following an initial assessment appear to fall outside current criteria are given useful and relevant information to enable them to

gain the knowledge required in order to have choices over the services and activities they wish to pursue to maintain their independence. This will also include signposting members of the public to the web-based directory of services.

To receive referral information from members of the public and colleagues in other agencies, and to record this accurately on the appropriate system and forward when needed

To signpost or refer people to other agencies where their services are considered to be more appropriate than those provided by Adult Social Care and Primary Mental Health

Undertake crisis line applications in line with the criteria, signpost appropriately to the volunteer and private sector

Provide advice and information as appropriate, including eligibility for a range of services including (not exhaustive) accessing welfare benefits, community based and voluntary activities, debt counselling and housing. This will include signposting people to the web based directory of services.

Contribute towards maintaining up to date information on the web-based resources for use by Adult Social Care services, other professionals and members of the public.

To be the first point of access for the police, mental health professionals, GP's and other professionals to request mental health act assessments, safeguarding alerts and queries. Record activity and input accurate data to the required standard and keep data up to date as required by Unit policies and procedures. This will include keeping out of hours services informed if an Approved Mental Health professional is still working after normal working hours.

Alerting the AMHP HUB or relevant manager of any risk information relevant to a Mental Health Act Assessment before an Approved Mental Health Practitioner undertakes this.

To attend regular supervision and training required by the service.

Maintain a comprehensive understanding of the Councils statutory functions in regards to the Care Act 2014, Mental Health Act and Safeguarding Adults Legislation.

Follow all relevant BC Council and Unit policies and procedures.

Undertake such other duties as may be required from time to time commensurate with the level of the post.

## **GENERAL**

A REQUIREMENT OF THIS ROLE WILL BE ALL STAFF WILL BE REQUIRED TO COVER CORE HOURS OF 8-30AM TO 5.15PM MONDAY – THURSDAY AND UNTIL 4.30 ON A FRIDAY TO COVER ALL AREAS OF WORK

Comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and GDPR.