# Job Description – Contact Officer (Carers)

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| **Role Profile** | **Operational – BCP Band F** |
| **Service/Team** | **Adult Social Care/Carers Team** |
| **Reports to** | **Carers Coordinator** |
| **Responsible for** |  |
| **Number of posts** |  |
| **Post number** |  |
| **Career Grade** | **BCP Band F** |

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring that unpaid carers of people with adult social care needs can access the information, advice and support that they need to enable them to continue their caring role and prevent carer burn-out.

**Job Overview**

Contact Officers act as the first point of contact made by 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, registering people as carers, gathering information to trigger carer assessment and support processes, and providing a consistent point of contact for carers to call or e-mail. The role is also responsible for supporting carers to access all relevant support services available through BCP Carers Support Service and Adult Social Care generally.

## Key Responsibilities

* To be the first point of contact for registered carers, professionals, and the general public requiring information or services.
* Ensuring that people contacting BCP Carers Support Service receive a timely, courteous, and helpful response.
* Initiate the assessment process of adults requiring services
* Contribute to financial processes for the ordering, recording and paying for goods and services so that accurate budgetary data may be retrieved by the Carer’s lead commissioner.
* To ensure business processes are completed in a timely way through efficient prioritising of tasks that relate to carer recording, registration, mailing and updating of electronic and manual records.
* To respond to requests for services made by social care staff. This will include entering data correctly on electronic systems, maintaining an audit trail and issuing standard letters.
* To check the quality of information recorded by social work practitioners at the service request stage.
* Attending meetings for members of the Carers Support Service, taking minutes if required.

**Specific Qualifications and Experience**

1. 3 A levels, NVQ 3 in Business Administration (or equivalent experience)
2. Excellent knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role
3. Good knowledge of the work practices, processes and procedures relevant to own area of work
4. Attention to detail with the ability to proof read
5. Recent work experience in social care or similar field, involving direct contact with members of the public
6. Experience in working as part of a team liaising with health and social care professionals
7. Awareness of social, legal, and political context within which social care services that are delivered
8. Good communication and negotiation skills
9. Ability to keep efficient written records of work completed
10. Ability to manage, organise and prioritise work to meet deadlines, and work on initiative
11. Ability to relate to a wide range of people
12. Ability to work co-operatively as part of a team

## Personal Qualities & Attributes

* High level of resilience, attention to detail, calm under pressure etc

1. Flexible and adaptable approach to working arrangements
2. Willing to undertake training
3. Interest in developing own skills and contributing to development of those of other staff

## Job Requirements

* Enhanced Disclosure & Barring check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.