



Role Profile

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| Reference Number | MUL147 |
| Role Title | Social Care Helpdesk Officer |
| Directorate | Multiple |
| Department | Multiple |
| Reports to | |

Role Purpose

To handle enquiries and referrals as a first point of contact for social care services, to ensure that enquiries are resolved, and referrals processed accurately and promptly.

The role will handle complex enquiries where there is a need for detailed knowledge and procedural understanding of social care processes and requirements.

Accountabilities

- Receive enquiries from the public and professionals (such as GPs, police, mental health professionals), acting as a gatekeeper and information point, to provide a prompt and timely helpdesk service.
- Triage the enquiry, within the clear procedures and protocols, identifying the caller's needs and deciding how best to proceed with the enquiry and which defined procedure to initiate, so that the relevant support and advice is provided.
- Collect information for referrals, capturing this and inputting into specific forms and systems, to enable new referrals to be processed accurately and appropriately. This is in accordance with defined protocols, procedures, and systems.
- Initiate the assessment process for individuals requiring services and support, so that the relevant support needs can be identified quickly.
- Pass new referrals and assessments to social workers in accordance with defined procedures and protocols, to enable the qualified practitioners to pick up new cases in a quick and efficient manner.
- Provide information and advice to callers, including about eligibility for a range of services both within social care and wider council services, so that they understand the services available and necessary procedures to access those. This also includes signposting people to the web-based directory of services, and referring people to other agencies where their services might be more appropriate.
- Maintain accurate records of enquiries and actions taken, and update and maintain all customer information records and documentation, so that all relevant information is accessible for processing and audit purposes.

Knowledge / Skills / Experience required

- NVQ Level 3 in a social care related discipline.
- Experience in social care or health in a public-facing role.
- Experience of handling enquiries in a front-line role and dealing with complex issues that require immediate resolution.
- Knowledge of a range of protocols, processes and procedures, some of which are complex, relating to social care.

- Some knowledge of legislative and statutory frameworks that inform social care provision.
- Knowledge of wider services provided by the Council.
- Ability to prioritise a workload and organise tasks within a workflow, and respond to incoming enquiries.
- Ability to communicate and share information in a polite, positive and helpful manner.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning is focused on handling tasks within a workflow, with a need to be responsive.

Notes

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| Date: | 01/02/2021 |
| Working Conditions: | <p>Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:</p> <ul style="list-style-type: none"> • The role will need to concentrate to maintain communication with customers whilst operating systems and processes, and initiating assessments. • The role holder will need to communicate and deal with customers who may be distressed, confrontational, or present challenging behaviour. • The role holder may hear and need to record distressing and upsetting information about situations such as domestic violence and abuse, as well as other customers requiring safeguarding actions around issues such as mental health crises. |
| Working Arrangements: | <ul style="list-style-type: none"> • No specified working arrangements outside of a normal working pattern. |