BURY METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Post Title: Enquiry Referral Officer	
Department: One Commissioning Organisation	**Establishment/Post Number:**
Division/Section: CAD HUB	**Post Grade: 8**
Location: Textile Hall, Bury or any other base within the Borough as required	**Post Hours:** 37 hrs per week
Special Conditions of Service: • The CAD HUB must be staffed throughout its hours of opening. Working patterns will be set to ensure sufficient cover is available during this period. • Limited flexi time arrangements may be available dependent on service requirements • Satisfactory DBS disclosure at the basic level to be renewed in line with the authority's timescales.	

Purpose and Objectives of Post:

To deliver a high standard of customer service to people looking to the department for assistance. Key elements of the post include:

Providing information and resolving enquiries for all contacts. Providing a high quality, efficient and courteous service over the telephone, email, and in dealing with Bury Council customer contact forms in accordance with Government legislation and council policies and procedures.

Using comprehensive knowledge of a vast range of resources and effective communication skills to achieve early intervention, prevention, and avoidance of longer-term care. This includes maintaining an excellent up-to-date knowledge of resources to enable a high-quality signposting service at the front door. Distributing literature/information as appropriate by email/post.

Using skills and knowledge to make further enquiries, gather information and complete initial basic needs assessments to achieve the right intervention at the right time. Making appropriate onward referrals across the OCO (all adult care services departments and teams), partner agencies, Voluntary and private sector, and within the community. Including ability to assess customer eligibility for relevant services.

Updating systems and other records as required to deliver an effective and efficient service to the public. Monitoring the accuracy of information and highlighting any errors or anomalies.

Compliance with the council's requirements on Data Protection, Data Breach Protocols, Freedom of Information Act, Subject Access requests and confidentiality.

Relationships: (Internal and External) *

Staff within Adult Care Services and other departments throughout the Council and the Bury Local Care Organisation.

NHS Bury CCG

Members of the public, service users, families, and carers

Elected Members, MPs, and representative bodies

External organisations including other local authorities, Emergency Services, Health Services, and public agencies/community groups

Duties/Responsibilities

1. To be the first point of contact for all Adult Care customers – providing a high quality, efficient and courteous service over the telephone or via email and letters. Customers and referrers may include members of the public, staff, or representatives from other multiple other agencies.

2. To gain a vast knowledge of community resources and universal services and be a creative thinker. To deal with customers at the time of need aiming to resolve issues with excellent quality advice, information, and signposting within this first conversation. Promoting health and wellbeing, early intervention, rapid resolution, prevention and maintaining independence is the focus of the service.

3. To make documents, publications, and other literature available on demand to professionals/customers and help with information as requested.

4. To apply practical and procedural knowledge of the social care options available. This includes developing expansive knowledge of all the departments and teams across the One Commissioning Organisation, CCG and Health Services, the voluntary sector, community resources etc and keeping this knowledge up to date.

5. Have the skills and develop knowledge to deal with diverse vulnerable customers with varying needs and many who may be experiencing crisis. Maintain a professional approach using tact, empathy, sensitivity, and courtesy always.

6. Skills and knowledge to communicate effectively with service users who have information and communication needs, enabling information to be gathered accurately over the telephone or via email. To engage with appropriate services such as Typetalk, Language line, translation service when necessary, ensuring customers can access appropriate support.

7. Ability to initiate appropriate conversations with customers and obtain sufficient personal details and background information to undertake an initial needs assessment. Using a strength-based approach. Based on this information prioritise and risk assess, determine actions that are appropriate to meet current needs and the urgency of response required.

8. Ability to use own initiative including need to consult with senior staff following screening of referrals and/or completing initial assessment. Ensure that timely referrals are made to the appropriate service or team following service pathways.

9. Input and process safeguarding alerts and concerns on the electronic record system accurately and refer to the Safeguarding team or the appropriate team within statutory duty timescales. Develop a clear understanding of Safeguarding responsibilities and pathways.

10. Maintain good record keeping with clear and accurate records that are complete, accessible, and up to date. This includes Electronic Social Care Records, inputting referrals, opening contacts referring on to appropriate services and closing contacts that require no further action. To develop skills to complete evidence-based case recording, providing clear rational for decision making.

11. Manage Adult Care Services inbox daily (a rota is in place), dealing with emailed referrals and queries from professionals including emergency services, partner agencies and members of the public. Ensuring all referrals received are processed to meet service standards/timescales dependent on urgency of referral

12. Ability to use own initiative and work without direct supervision daily. Have the skills and knowledge to prioritise referrals and workload independently alongside ability to recognise risks and any safeguarding issues that need to be passed onto senior member of staff or line manager

13. Develop ability and skills to defuse situations where confrontation arises and can sometimes be a potential hostile atmosphere. Escalate any concerns to senior member of staff or line manager.

14. Assist and liaise with CAD Social Workers/Social Care Officers with day-to-day tasks including taking accurate telephone messages, arranging appointments, supporting customers assigned to CAD Social Workers/ Social Care Officers who contact the department. Manage calendars and team information/appointment board and ensure accurate and up to date.

15. To Follow up matters which cannot be dealt with immediately and to take responsibility for ensuring that issues concerning other services, agencies and organisations are referred promptly and accurately.

16. To ensure accurate and timely feedback to GP's/professionals/partner agencies if Adult Care Services are unable to undertake assessment or as required and appropriate in line with GDPR.

17. Record complaints accurately and directly forward to the complaints department and advise customers on the Council's Complaints Procedure

18. Be fully conversant with the General Data Protection Regulation including Data Breach, Subject Access requests, Freedom of Information regulations. Record and process these accurately and forward to appropriate department within service time scales.

19. Ensure that all information relating to customers is treated sensitively and used appropriately. Care is taken to ensure no loss of data or unauthorised disclosure of personal information.

20. Manage and prioritise own workload daily / provide support for team members as required.

21. Develop and maintain a multi-skilled flexible approach towards the changing patterns of work and diverse needs of the service. Provide cover when required to support colleagues during busy times and periods of absence.

22. Order and maintain stationery and office equipment for the team, distribute as appropriate in line with the authorities' financial procedures.

23. Process invoices received into the department on the Agresso system

24. Minute team meetings and produce and distribute minutes to set timescales.

25. Open and distribute incoming mail daily.

26. Support Operations Manager with induction of new employees. Provide a mentoring role to new team members and provide one to one support with on-the-job training including IT systems and procedures.

27. Be proactive in supporting Operations Manager to develop and improve the service and in line with Bury Councils 'Let's Do It' strategy.

28. To assist services users in the understanding and completion of documents and to process forms /referrals as required. Promote and provide advice on accessing web-based information.

29. Review information held and published by the department to ensure the quality and accuracy of publicity material, contact lists and services, highlight any errors or anomalies to manager.

30. To maintain and update, Protocol, The Bury Directory, Q Drive CAD folder to enable enquiries, referrals to other services to be processed effectively and

efficiently. This may include inputting, retrieving, and updating records accurately to ensure a first-class service is provided to customers both internal and external.

31. Encourage information sharing internally and with other council department, partners, and external organisations in accordance with data protection guidelines and national, corporate, and departmental policies on confidentiality and the management of shared information.

Continuing personal/professional development

32. To be initiative-taking and participate in supervision sessions, team meetings and employee reviews including contributing to the identification of training and development needs.

33. To undertake training on an ongoing basis to develop skills, service knowledge and awareness to departmental activities to support the delivery of excellent quality customer care to customers. This includes keeping up to date with Bury's 'Let's Do it' strategy, current practice, and relevant legislation.

34. Maintain own Continuing Professional development, access e-learning courses as required, shadowing of other social care, health teams and sharing knowledge and information. Provide feedback sessions from individual training within team meetings to enable wider learning across the team.

35. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To be self-aware and role model continuous self-development

Health and Safety Responsibilities

36. Operate safely withing the workplace with due regard to personal responsibilities under Health and Safety legislation, Follow council policies and procedures for health and safety and risk management.
    - To conduct work in a manner that does not place the health and safety of yourself or others at unnecessary and/or inappropriate levels of risk.
    - To fully co-operate with the Department's and the Council's managers in all matters relating to occupational health and safety
    - To ensure that the Department's and the Council's health and safety arrangements are applied.
    - To report any damage to equipment and shortcomings in local arrangements to a supervisor or line manager.
    - To ensure that appropriate management or organisational representatives are informed of; any apparent cases of serious or imminent danger, situations which present a significant risk to health or safety, and any shortcomings in departmental and/or organisational arrangements.

Policies and procedures

To adhere to the appropriate procedures, policies and values of the authority and department
As an employee of Bury Council you have a responsibility for and must be committed to, safeguarding, and promoting the welfare of children, young people, and vulnerable adults and for ensuring they are protected from harm.
Bury Council is committed to equality diversity and inclusion and expects all staff to comply with its equality related policies/procedures and to treat other with fairness and respect.

Limits of Authority

Within the framework of Council and Departmental policies and instructions, and subject to the overriding authority of his/her line manager, the officer holding this post is authorised to undertake all duties appertaining to the areas of work outlined above

ORGANISATIONAL COMPETENCIES

Customer Care – To continually review, develop and improve systems, processes, and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource

Valuing Diversity – To be responsible for contributions to the achievement of the Authority's Valuing Diversity Policy, both in your work and through the implementation of action plans. To provide a supportive open environment where all employees can reach their full potential. To ensure that the Elected Members are encouraged to share in and reflect policy in their work

Where an employee is asked to undertake duties other than those specified directly in his/her Job Description, such duties shall be discussed with the employee concerned who may have his/her Trade Union representative present if so desired.

PERSON SPECIFICATION

ADULT CARE SERVICES
ENQUIRY REFERRAL OFFICER

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Experience		
Experience of dealing with the public in a service environment – both face to face and over the telephone	✓	
Experience of using active listening and effective questioning to understand needs, provide accurate advice and information, and direct individuals to the most appropriate support or service.	✓	

You must have the ability to take ownership and generate solutions to problems at first contact.	✓	
Experience in using computer systems quickly and effectively ensuring accuracy and attention to detail.	✓	
Knowledge		
Good understanding of Adult Care council services, relevant legislation, guidance, policy and procedures		✓
Demonstrate knowledge of understanding of data protection and confidentiality	✓	
Skills		
Ability to remain calm under pressure, communicate effectively with a diverse range of people, and respond professionally, compassionately and sensitively to individuals who may be distressed or presenting with challenging behaviours.	✓	
Excellent team working skills and ability to forge partnerships with internal and external stakeholders to achieve continuous improvement to service provision	✓	