

Assessment Advisor

Service	Reporting to	Location	Grade
Salford Assist – Adult Social Care and Health Partnerships Directorate	Salford Assist Team Leader	Unity House	2C

About the role

- Assess eligibility and process applications made to Salford Assist and other funding schemes delivered by the service following a set criteria
- To provide knowledge, information and advice and make appropriate referrals for people applying to the service
- Make decisions and recommendations on support available whilst adhering to Scheme criteria.
- Manage a varied case load of applications and make assessments in a timely manner and accurately.
- To work alongside partners to deliver the best possible outcomes for people applying to the service by contributing to the development and effective working of referrals and pathways to ensure that shared outcomes are identified and met collaboratively making best use of resources.
- Make appropriate safeguarding referrals with the support of Designated Safeguarding Lead

Main Duties

- Follow scheme guidelines to assess eligibility of applications using development and IT systems required to carry out the role
- Manage a varied case load from a range of referral sources including other departments partner and external agencies
- Maintain up to date and working knowledge of relevant legislation, local procedures, welfare benefits and associated IT skills within a culture of frequent change.
- Make objective decisions when awarding within criteria, procedures and budgets to ensure maximised outcomes for people applying for support
- Contact with people applying to the service, referral organisations and other departments by telephone, in writing and face to face in an efficient, customer focused and professional manner at all times

- Providing information and advice to support people applying to the service with all appropriate options available – enabling them to make choices
- Detect and prevent any fraudulent information and take appropriate action
- Ensure people applying to the scheme understand their rights and responsibilities
- Work collaboratively with colleagues and effectively assist managers with new staff, providing training mentoring and support.
- Take ownership and responsibility for own case work whilst supporting colleagues, Team Leaders and Service Manager
- Deal with incoming correspondence identifying and resolving all issues at the earliest opportunity
- Provide accurate data for statistical reports
- To discuss outcomes of applications with people applying to the scheme and to resolve any conflicts
- To undertake such additional duties that are reasonably commensurate with the level of this post.
- To carry out all duties with full regards to Salford City Councils Equal Opportunities, Health and Safety and appropriate policies and procedures

Key outcomes

- Improve quality of life for Salford people – creating a fairer and more inclusive Salford where everybody is able to reach their full potential and live prosperous and fulfilling lives free from poverty and inequality
- Creating a Better and Fairer Salford
- Delivering a quality seamless service for Salford people, working in partnership with internal and external partners
- Improved access to welfare rights and debt advice, housing, and emergency support for the people of Salford .
- Improved mental health and wellbeing for the people of Salford
- Contribute towards the delivery of the Homelessness Strategy and the Anti-Poverty Strategy.

What we need from you

- To model and demonstrate our values and behaviours
- Experience of working with vulnerable people in demanding and difficult situations
- Ability to remain resilient and resolve conflict when handling difficult situations
- Ability to remain objective and professional when dealing with vulnerable people
- Provide holistic support to vulnerable people

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- Ability to plan, prioritise and organise own workload
- The ability to work as part of a team as well as on you own initiative
- The ability to contribute to the provision of a high quality service promoting satisfaction at all times.
- The ability to generate creative solutions to work problems.
- The ability to respond positively to change.
- The ability to deal with confrontation and work well in a highly pressurised environment.
- Experience of using IT applications
- Have an understanding of Data Protection, confidentiality, and GDPR principles and how to apply these principles when handling personal or sensitive data.
- Be committed to fairness and equality

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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Role details

Completed by: Sharon Speakman

Date: 07.01.25

Job code:

Job score:

Date of evaluation:

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