

Job Title: ASC Screening Advisor	Role Profile Number: BSN111
Grade: L	Date Prepared: March 2019
Directorate/Group: Adults	Reporting to: Team Manager

Job Purpose

The provision of effective Screening and Advice is a key element in the development of a sustainable community where people are empowered to make informed decisions about their lives. The role of screening Officer within the Adult Initial contact team will support people to make use of community and personal assets to achieve their goals. Services may be provided directly from a telephone conversation, such as, the replacement, or new provision, of equipment and assistive technology. If the service identifies a requirement for an assessment of need the Screening & Advice Officer will support the progression of the contact onto the next stage which will primarily be in to the Reablement service.

Key Accountabilities

- To respond to all contacts into adult care by telephone, email, webchat or in writing
- To have strength-based conversations with customers and carers, to establish what the issues are and ascertain all personal assets available to meet the need/identified and provide targeted information, advice and signposting to meet their needs
- To support people to use self-help tools as appropriate, such as referrals forms, or wellbeing assessments that support people to identify their own strengths and assets in order to resolve their issue themselves
- To signpost the individual to relevant community-based and preventative services, as and when required.
- To refer work to reablement and other social care teams, as and when required
- To gather all relevant information to make threshold decisions about safeguarding alerts received for adults within Swindon Borough Council
- Where appropriate email or post written information, provide introduction to the relevant service and provide follow up, taking advice from Team Manager, Assistant Team Manager, Social worker and /or Occupational Therapist
- With management support, if there is no other means of resolving an issue, provide equipment and services to meet need, making changes to levels of support a customer/carer receives in line with their changing circumstances. To undertake Assessments within clear guidelines, with access to specialist support, advice and information where required
- To order specific items of equipment within prescribed guidelines and arrangements made for any damaged or broken community equipment (on loan) to be replaced

- To forward issue to relevant team for action, where further professional adult care input is required
- To record all contacts appropriately on the system to ensure customer record is up-to-date
- Report all customer feedback, to the Team Manager
- To be the first point of contact for all safeguarding concerns, as you will be the contact to identify adult at risk from processing contacts and referrals by phone, case management system, email and in writing
- To input and update information on the digital portal so that the content remains current and relevant
- To maintain client records on the database, i.e. ECLIPSE. Adhere to Data Protection legislation, GDPR and confidentiality
- To be an active team player by contributing to the development of the service, ensuring the customer is always at the centre of such development

Supplementary Accountabilities

- Undertaking detailed research on computer systems including ECLIPSE
- Inputting, retrieving and presenting data from adult information systems
- Completing administrative procedures as required
- Communicating with updating and sharing information with agencies such as police, CQC, domestic abuse agencies and health professionals
- Organising meetings as requested
- Creating documents, reports and correspondence from information provided

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Previous and/or recent experience of a customer orientated or administrative environment
- Experience of communicating with a wide range of people both public and professionals
- To work on own initiative against deadlines and within agreed performance framework
- Have an awareness of and be able to discuss the complaints procedure and advise people appropriately if they wish to complain
- The ability to deal with angry members of the public and to have the ability to calm them down
- Ability to prioritise own workload
- Be able to work within corporate policies and team procedures
- Good IT Skills, in Microsoft Office
- You must be fluent in the English language (as a requirement of Part 7 of the Immigration Act - for the effective performance of a client-facing role)

Qualifications

- GCSE level or compensatory work experience

Decision Making

