# **Role Profile**



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

### 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/sidentified 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 isup-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**

To escalate queries as and when required to the relevant Adult Services Teams

Job Scope	Budget Holder	Yes/ <u>No</u>
Number and types of jobs managed <ul><li>NONE</li></ul>	Responsibility	
Typical tasks supervised/allocated to others  NONE  Typical tasks supervised/allocated to others  Typical tasks supervised/allocated to others	Asset Responsibility:	

#### **Contacts and Relationships**

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Wide range of Internal and external contacts including Directors, Senior Managers, professional bodies and voluntary sector
- Members of the Public

#### Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

### Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

### Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

### Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	