

Northumberland County Council
JOB DESCRIPTION

Post Title: Enquiry & Referral Co Ordinator	Director/Service/Sector Adult Services		Office Use
Band: 5	Workplace: Foundry House or other ASC building ad required		JE ref: 4027 HRMS ref:
Responsible to: Team Manager	Date: 25.09.2021	Manager Level:	
Job Purpose:			
<p>To be the first point of contact for members of the public and other agencies.</p> <p>To be provide information, advice and support to service users, carers and families both verbally and in written format.</p> <p>To act as a first line duty worker for cases open to Adult Social Care where the social worker or care manager is absent.</p> <p>To redirect the public to other services when appropriate.</p> <p>To interact and liaise with local agencies/providers.</p> <p>To manage risk, aggression, conflict and challenging behaviour as appropriate to the grade consulting as required.</p> <p>To record work appropriately in accordance with statutory and council requirements and to use information technology appropriately.</p>			
Resources	Staff	None.	
	Finance	Discussing financial matters in relation to	
	Physical	Careful use of PC. Handling and processing highly sensitive personal information.	
	Clients	Telephone/Reception – direct first point of contact with clients.	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. To take referral information in a consistent manner – gathering clear and concise information in order to fully complete a referral form for all people requesting a care needs assessment, carers assessment, therapy assessment or other support. This may involve interviewing callers to the office as well as taking referrals over the telephone. 2. To operate a duty system in the absence of keyworkers within Adult Social Care – i.e. social workers and care managers, resolving issues without the need to refer on when appropriate. 3. To progress a series of activities within recognised guidelines. The work involves making frequent judgements and exercising initiative without ready access to more senior officers. The jobholder consults a supervisor/ manager for advice on policy or resource issues. 4. To exchange orally and in writing complex and contentious information with a range of audiences, including non-specialists. 5. To assist in identifying initial actions and assessment route required, which will involve risk assessment at point of referral for example identifying callers who require an immediate emergency response 			

6. To effectively deal with significant emotional demands and work autonomously to make real time decisions in emergency situations for example callers who may be expressing suicidal ideation or those with significant mental health issues. Contacting police to make welfare checks where appropriate.
7. To provide good quality information to the public at the point of referral exercising judgement to redirect members of the public to other more appropriate agencies or services where applicable.
8. To bring to the attention of supervisors or Duty Social Workers any referral requiring an urgent or immediate response i.e. hospital discharges, carer in crisis, vulnerable adult concerns.
9. To input information into the computer system as required and provide, update and progress information about service users to organisational standards, utilising a range of databases to collate client information
10. To assist in developing, monitoring and maintaining effective referral processes and systems.
11. To participate in the induction of new staff.
12. To have continued responsibility for the management of own workload, seeking guidance from Line Manager as appropriate.
13. To process referrals and act upon them under supervision as required, including clients on other workers caseloads.
14. To assist in educational programmes from students e.g. student Social Workers, Occupational Therapists and newly appointed staff from other disciplines. .
15. To have a good level of knowledge regarding equipment and procedures with the ability to trouble shoot faults when reported.
16. To provide information on equipment available across a range of services e.g. JELS, Telecare, Wheelchair Services
17. The post holder will be required to operate a computer, photocopier, audio and other office equipment if appropriate.
18. To undertake mandatory and IT training.
19. To sit for long periods of time working on a VDU. Depending on the office accommodation this could be in crowded conditions.
20. To exercise judgement in dealing with client enquiries and make decisions as to referral onto a professional if necessary.
21. To be responsible for prioritising and managing own workload and being accountable for own practice.
22. To work with colleagues across the Directorate, work without close supervision and exercise own judgement.
23. Will handle confidential information and will be required to observe relevant policy and procedures.
24. To assess and manage risk, consulting when appropriate.
25. To be aware of adult protection policies and issues and consult appropriately.
26. To participate in regular supervision with Line Manager and consult appropriately.
27. To comply with departmental policy and procedure both in relation to the responsibilities placed on the Council by statute in relation to procedures necessary to support such good practice.
28. To know the boundaries of the Enquiry & Referral Co-ordinator role.
29. To network and liaise with professional colleagues and external organisations to ensure appropriate service delivery to individuals, families and carers.
30. To promote and inform an awareness of Social Care and anti-discrimination practice to other professionals and be involved in multi-disciplinary working.
31. To relate to, empathise with and use active listening skills with service users, carers and families to assess most appropriate referral route
32. Any other related duties which may be assigned as necessary.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Office based with occasional travel, when required by managers.
Working patterns:	Flexible Working.
Working conditions:	Office based.

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PERSON SPECIFICATION

Post Title: Enquiry & Referral Co-Ordinator	Director/Service/Sector: Adult Services	Ref: 4027
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in an admin/business related discipline or equivalent experience *</p> <p>RSA, I Typing/Text/Word Processing or equivalent experience. *</p> <p>Knowledge of anti-discriminatory practice. Knowledge of adult social care Knowledge of referral processes and workflows. Knowledge of protected characteristics. The job requires theoretical plus practical level of organisational, procedural and policy knowledge. Knowledge gained through extended experience and/or training in relevant areas of work. Awareness of current mental health issues and practice</p>	RSA II Typing/Text/Word Processing or equivalent.	(a)
Experience		
<p>Significant experience of working directly with the public. Significant experience of establishing administrative systems.</p>	<p>Experience using Microsoft Office. Experience of working with the public in a social care setting.</p>	(a, i)
Skills and competencies		
<p>Good interpersonal skills Ability to form positive relationships with service users and colleagues. Potential for developing advocacy and counselling skills at the required level. Ability to communicate effectively both verbally and in writing. Ability to operate effectively as a member of a team/network. Ability to operate systems and procedures effectively. Knowledge of safe guarding procedures Ability to work on own initiative. Ability to manage and cope with challenging behaviour. Ability to work under pressure. Organised and methodical. Active listening skills.</p>	Welfare Rights awareness.	(a, i, r)

<p>Ability to work within a clear policy of confidentiality. Ability to meet deadlines in accordance with agreed procedures. Keyboard/Computer skills. Flexible and adaptable. Ability to relate well to others and work effectively in a team. Disability awareness. Literacy skills.</p>		
Physical, mental and emotional demands		
<p>Ability to meet the physical demands of the post – with reasonable adjustments where necessary. To have emotional resilience to deal with distressing situations and/or highly sensitive personal information. Requires lengthy periods of concentrated mental attention over a range of different activities: Resilience to deal with high levels of work-related pressure with frequent interruptions and conflicting demands The job involves regular contact with people, who through their circumstances or behaviour regularly place intense emotional demands on the jobholder for example callers with mental health conditions, bereaved relatives and carers Positive attitude to supervision and training. Willingness to attempt new challenges and approaches. Positive attitude to combating ageism, disability etc. Desire to help people solve problems. Flexibility in carrying out duties.</p>		(a, i, r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits