

# JOB DESCRIPTION

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| **Post Title:** | Single Point of Access Officer | **Department / Service:** | Integrated Adults & Community Services  Information, Advice and Assistance |
| **Hours:** | 37 | **Level:** | G04 |
| **Location:** | Coed Pella | **Job Evaluation Number:** | SL0175 |
| **Responsible to:** | Team Leader, Single Point of Access | **Responsible For: (Staff)** | None |

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| **Job Purpose:** |
| Single Point of Access Team is part of the Information, Advice and Assistance to help members of the public, their families and any professionals supporting them, to access the right information at the right time. Members of the team are able to piece together information, draw details from people and identify the most appropriate team to support an individual to remain as independent as possible.  Team members act as the liaison point between different health and social care services, and the relevant teams within those, to ensure that issues are escalated appropriately. Conversations with the public can be difficult and emotive; the post holder therefore requires strong personal resilience. |

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| **Duties and Responsibilities - Job Specific** | |
|  | To provide a front line service to members of the public with regard to social care services, including but not limited to Occupational Therapy, Carer support, Assistive Technologies, assessment services and more. |
|  | To receive, record, signpost and prioritise all enquiries and referrals made to the relevant teams of the health and social care services, inclusive of community therapies, district nursing, hospitals, GP’s and social work teams. These could be in person, by telephone or by letter. Ensure that the relevant health or social care team responds in a way that is compatible with relevant legislation, service criteria and resources available. |
|  | To provide an appropriate range of direct services, such as, advice, guidance, information and contact assessment that will empower and enable service users to address and hopefully resolve any problems. |
|  | To input all information received accurately onto the Social Care Information Management System (PARIS/WCCIS). |
|  | To complete or contribute to initial assessments, assisting Social Workers and Occupational Therapists in their legislative duties. |
|  | To provide assistance to service users in the absence of their named worker within the boundaries of the role, making the decision whether it is should go to the Duty Officer, or wait for client’s named worker to return. |
|  | To maintain office arrangements where appropriate e.g. lone working, Data Protection, Freedom of Information Act, POVA procedures, receipt of payments made by cheques. |
|  | To ensure that urgent referrals are responded to and dealt with swiftly and effectively. Any referrals which appear to indicate that the situation is more complex or difficult should be referred immediately to the Duty Officer, in turn reducing the risk that may be presented to a vulnerable service user. |
|  | To co-ordinate and share relevant information between agencies, service users, carers and others when necessary to assist the professional in their response to urgent situations. |
|  | To produce and maintain written and computer based records ensuring that accurate, up to date information is available to Social Care teams and provide statistical information to monitor service demands and facilitate service development and planning. |
|  | To regularly liaise and build good working relationships with outside agencies in order to be able to refer to their service, e.g. Voluntary Organisations, North Wales Police, North Wales Fire and Rescue Service. |
|  | To deal with all members of the public in a fair and unbiased way, Single Point of Access Officers will come in to contact with a wide range of members of the public; from Councillors and MPs to those with Mental Health/Drug and Alcohol issues. |
|  | To ask a range of pertinent and sensitive questions in order to determine level of client’s need at first point of contact by way of contact assessment (i.e. low, moderate, critical or substantial) thus enabling the Single Point of Access Officer to determine whether the client’s needs can be met outside of the Social Care or by the client independently, and whether appropriate advice or guidance can be given to reduce the amount of referrals going through to teams. |
|  | To adapt to new challenges or needs of the services. The Single Point of Access Team is constantly developing and takes on new responsibilities on a regular basis, as well as updated information about external services. |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

**Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Single Point of Access Officer**

**Date: September 2022**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Good standard of education, clear literacy skills. Minimum of (or ability to achieve) NVQ level 3 in Customer Care or equivalent social care NVQ | AF/I/V | E |  |
| Typing/word processing skills | AF/I/T | E |  |
| Knowledge of Department’s Policies & Procedures i.e. Data Protection, Confidentiality, Discrimination etc | AF/I |  | D |
| Ability to communicate with staff/other professionals at all levels. Accurate recording skills with ability to collate relevant information | AF/I/R | E |  |
| Ability to deal with difficult/stressful/sensitive situations in a calm and effective manner | AF/I | E |  |
| Excellent communication skills | AF/I | E |  |
| Assessment and negotiation skills | AF/I/V | E |  |
| Knowledge and skills in contact assessment as part of the Integrated Assessment | AF/I/V |  | D |
| Knowledge of services provided by voluntary organisations and external agencies | AF/I/V |  | D |
| Ability to show empathy and be sensitive to client’s/carer’s needs | AF/I/V | E |  |
| Ability to work under pressure | AF/I/V | E |  |
| Knowledge of the Adult Safeguarding/ Protection Procedures | AF |  | D |
| The ability to communicate in English | AF/I | E |  |
| The ability to communicate in Welsh | AF/I | E |  |
| **Supervision & Management** | Ability to manage own workload and have good time management skills | AF/I/R | E |  |
| Effective time management and prioritisation skills | AF/I/R | E |  |
| **Creativity & Innovation** | Experience of working with vulnerable people eligible for services and be able to show an understanding of the diverse range of services offered by Health and Social Care and other agencies | AF/I/R | E |  |
| Must be able to think creatively about responding to referrals and offering advice and guidance to vulnerable people and their carers | AF/I | E |  |
| **Contacts &**  **Relationships** | Will be expected to have good interpersonal assessment and negotiating skills | AF/I/R | E |  |
| Ability to diffuse situations if they should arise | AF/I | E |  |
| Ability to reassure and inform families and carers | AF/I | E |  |
| Ability to build a rapport with clients and other professionals to gather information from | AF/I | E |  |
| **Decisions / Recommendations** | To be able to work under pressure as the Single Point of Access Team is the First Point of contact for the Units and it is essential that enquiries and referrals be dealt with quickly to avoid unnecessary delay and so minimising the risks to vulnerable people | AF/I | E |  |
| Ability to recognise when appropriate to refer to a more senior member of staff | I | E |  |
| **Resources** | The Single Point of Access Officers will be responsible for their IT equipment and any other resources used by the Team | AF/I/R | E |  |
| **Physical Demands** | Ability to manage normal office duties | AF/I/R | E |  |
| Ability to be able to cope with emotional strain of dealing with service users | AF/I/R | E |  |
| Ability to prioritise workloads to meet Clients and Service needs | AF/I/R | E |  |
| Ability to travel throughout the county efficiently. | AF/I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)