

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8PCS</b>	<b>Role Title</b>	<b>Duty Coordinator</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Assistant Team Manager</b>
		<b>Directorate / School</b>	<b>Adults, Wellbeing &amp; Health Partnerships (AWHP)</b>
<b>JE Band</b>	269-313	<b>Service / Department</b>	
		<b>Date Role Profile was created</b>	<b>01/09/2025</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To lead on the smooth running of the duty function within the area team or connect to community team. To work in conjunction with the manager of the day, planning and leading the triage, delegation and escalation of incoming enquiries of both new and existing clients which is an essential part of the effective management of incoming workload.</p> <p>Post-holders will need to have a good understanding of Care Act duties including identifying and addressing Safeguarding concerns in line with guidance on Making Safeguarding Personal</p> <p>Post-holders will need to have effective communication skills and be proactive and decisive in the remit of identifying actions required for incoming enquiries and work in conjunction with the duty manager of the day.</p> <p>They will provide strong administrative and business leadership to the duty team. Providing advice and guidance to junior duty colleagues, ensuring that they have up to date information and that knowledge is shared appropriately.</p> <p>The post holder will continue to monitor and evaluate the key performance indicators and will work with the management to support the team to continue to evolve and to promote the performance and progress of the team members accordingly.</p>
<b>Work Context</b>	<p>This postholder will be working in Adults, Wellbeing &amp; Health Partnerships (AWHP) and will be based in either:</p> <p>The Connect to Community (C2C) team which provides a single front door for new contacts in the east or west of Surrey. The key components of C2C are strengths-based conversations, carer support, triaging safeguarding enquiries, tech enabled care, referrals to reablement, provision of OT support, community information and housing advice.</p> <ul style="list-style-type: none"> <li>An Area Based Team in the east or west of Surrey which provides a duty, assessment (needs, carers, MCA, OT step 5) and review (community/ care homes/ carers/out of county) function. There are specialist Area Based Teams delivering Learning Disabilities &amp; Autism or Mental Health services.</li> </ul> <p>They will be required to work flexibly to support the operational needs of the wider service as required.</p> <p>Surrey has both urban and rural areas and the postholder will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for individuals who have a disability to enable them to fulfil the requirements of the job. Professional supervision will be provided.</p>
<b>Line management responsibility</b> if applicable	None - but will have the opportunity to take on supervisory responsibilities as appropriate.
<b>Budget responsibility</b> if applicable	None, but may make recommendations for the provision of services in line with the budget determined according to the assessment of needs and advise less experienced staff or unqualified colleagues on budget and the cost of services. The role will be key to delaying and preventing the need for statutory services through making full use of alternative resources in line with Strength Based practice. This in turn will minimise the impact on the teams budget.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> <li>Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>Assess and manage risk associated with assigned cases/service delivery.</li> </ul> <p>Service Development</p> <ul style="list-style-type: none"> <li>Contribute to the regular monitoring and review of services established to facilitate service improvement.</li> <li>Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership.</li> <li>Work in partnership with service users, their families/carers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>Advanced vocational qualification at level 4 or considerable on the job experience.</li> <li>For some roles a relevant degree may be required.</li> <li>Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate.</li> <li>Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners.</li> <li>Numerate and able to advise on effective use of budgets and resources.</li> <li>Competent in a range of IT tools including MS Office and database management systems.</li> <li>Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>Creative problem solving skills and the ability to identify service improvement initiatives.</li> <li>Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff.</li> <li>Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>A minimum of 5 GCSE'S or an NVQ level 2 or equivalent in social care and relevant experience in a health or social care setting. This role requires a satisfactory enhanced DBS for working with Vulnerable Adults.</p> <p>An enhanced understanding and knowledge of the structure, function and legislative context of Adult social care services, including the Care Act in terms of personalised outcomes, prevention and wellbeing and the Mental Capacity Act and how it informs effective social care practice.</p> <p>An understanding of common health conditions and the implications of these on an individual's wellbeing including the impact of disabling barriers that prevent individuals from accessing essential support and services.</p> <p>Experience of gathering information and decision making to support individuals through the assessment, support planning and review process whilst managing risk and recognising safeguarding concerns.</p> <p>Robust administrative skills as well as experience of using organisational skills to manage large volumes of work in a fast paced and changing environment, maintaining attention to detail and using a person centred, professional approach to work.</p> <p>Ability to communicate and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner.</p> <p>Ability to use assessment procedures in response to the presenting needs of the individual and carer; to ensure that a proportionate assessment is completed in a way that enables them to maximise their participation and identify their outcomes.</p> <p>Ability to work on own initiative determine priorities, with guidance from others, respond flexibly to changing priorities and maintain accuracy and attention to detail.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>
<p><b>Reference Number</b></p>	<p>BM-2025-428</p>