

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7PE</b>	<b>Role Title</b>	<b>Advisory Officer (Contact)</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Supervisor</b>
		<b>Directorate</b>	<b>Business Services</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Customer Services</b>
		<b>Team</b>	<b>Contact Centre Adults</b>
		<b>Date Role Profile was created</b>	<b>Nov-16</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 enable residents to navigate Adult Social Care Services, and access appropriate support and assessment from Statutory, community and voluntary services, providing information and advice in response to telephone and electronic referrals and requests. To enable residents who require protection from abuse and neglect to be progressed and safeguarded accordingly.</p> <p>To identify individuals who may be in need of statutory support, and to ensure a safe and efficient handover to social care teams to progress a more detailed assessment of need.</p> <p>When appropriate, the role holder will also assist the Team Supervisor in the development of newly appointed staff in the capacity of mentor.</p>
<b>Work Context</b>	<p>Surrey County Council serves a population of 1.2 million, and the Adults' Team in the Contact Centre can expect to respond to more than 30,000 calls and 35,000 electronic referrals and requests each year. The Advisory Officer will triage and process referrals submitted via Adult Social Care Online, Police and Ambulance notifications, and manage customer contact via Live Web Chat and other accessible contact channels. The Advisory Officer will have strength based conversations with residents via telephone, to ensure targeted signposting can be provided, understanding the individuals' needs and strengths. The Advisory Officer will handle calls and referrals regarding abuse, neglect or for a person in crisis. Prioritisation and accuracy of information obtained, will ensure those who require support receive this from the right service at the right time</p> <p>The Advisory Officer will work within Surrey County Council Contact Centre based in Dakota, Weybridge and will receive direct supervision from the Supervisor (Adults). The Advisory Officer will have access to confidential databases (Health and Social Care systems) in order to contextualise history, to create accurate and proportionate social care records, and to initiate requests for assessment/safeguarding.</p> <p>The Advisory Officer will work to the detailed policies and procedures as defined by Customer Services and Adult Social Care and seek guidance on the management of risk and complaints where required from the appropriate manager.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Manage the daily running of a customer facing service to ensure a high level of customer satisfaction.</li> <li>• Review and make recommendations for the improvement of relevant business processes and practices.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Maintain specialist archives or records relevant to the service area.</li> <li>• Provide advice and support to projects using specialist knowledge.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Maintain relevant accounts as part of the day to day running of the service.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May coordinate, supervise and guide team members.</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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of the service area, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant contextual legislation, processes and procedures relating to the service.</li> <li>• Ability to provide advice to members of the public and colleagues on specialist areas relevant to the role.</li> <li>• Good knowledge of basic IT software packages.</li> <li>• Sound knowledge of how to provide excellent customer care.</li> <li>• Effective written and oral communication and interpersonal skills able to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal support.</li> <li>• Ability to supervise others and work effectively as part of a team.</li> <li>• Ability to manage discrete projects or implement service improvements.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level (or equivalent) including English, with basic awareness of public sector and voluntary agencies offering help to older people, and knowledge of welfare benefits.</li> <li>• Experience of working with the general public in an advisory role and /or working with individuals with social care needs and their carers.</li> <li>• Ability to travel across Surrey to attend appropriate training, supervision, or meetings.</li> <li>• Ability and willingness to work flexibly in order to provide a service, which will extend between 9.00am and 5.00pm.</li> <li>• The post will be subject to clearance by the Criminal Records Bureau -DBS Basic Check (to be applied for if appointed).</li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a practical front line support service in a specialist area working as necessary with volunteers, community, professional groups and local organisations to ensure provision of a service. They may supervise a team and manage delivery in their own service area or hold knowledge used to provide a specialist service to the public with in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.</p>
<b>Reference Number</b>	BM-2022-051