Care Systems Support Officer
Grade 5

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them
  the opportunity to do their jobs well.

About the Service

The structure of Health and Care provides a clear focus on 3 defined areas of work:

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

About the Role

The Care Systems Team provides technical, business advice and guidance, maintenance and development of systems that support staff who deliver social care services to vulnerable people in Staffordshire. The role includes assisting with system testing, system configuration and development, service desk support, and advice and support to front line practitioners.

It underpins;

- All frontline service delivery including case management for practitioners, including social workers, OT's, rehabilitation officers, financial assessors and many more
- Functionality to keep information about our customers and the services they receive
- All aspects of financial assessment, payment of personal budgets, direct payments and commissioned services and billing for customer contributions and income.
- Performance management reporting, including statutory and local management information across social care
- The personalization agenda, giving citizens greater control over their support

Reporting Relationships:

Responsible to: Care Systems Development Officer

Responsible for: N/A

Key Accountabilities:

This post will work across Staffordshire County Council (SCC) and associated external partner organisations. They will be primarily responsible for assisting the Care Systems Development Officers in supporting the Adult's and Children's Services on the development and management of the CareDirector system and other social care systems.

The CareDirector system will have 2600+ users across adults and children's services providing services both within SCC and in partner organisations delivering commissioned services. The post holder will work within one of the team's specialist areas:

1. Practitioner Support – Focus will be on understanding service areas business processes; service demands and the practitioner/end user's job role within either adults or children's social care.
2. Technical Support – Focus will be on realizing changes specified by service areas or practitioner support, carrying out changes to system configuration, forms development by utilizing technical skills.
3. Service Desk – Focus will be on providing first-line support to system users by answering their calls, logging enquiries and providing immediate resolution to day-to-day support issues.
4. Testing and Release Management – Focus will be on developing test scripts, carrying out testing of changes, fixes or releases and ensuring that accurate records of the outcomes from testing are maintained.

The post holder will be responsible for:

1. Day to day support call resolution. This will involve being part of the Service Desk support or second line support, to resolve queries and offer advice and guidance to system users either on site or via telephone enquiries.
2. Day to day maintenance of roles/authorisations/system access in CareDirector including securing cases.
3. Day to day allocation of licenses and creation of user IDs and the maintenance of associated records.
4. To undertake the maintenance and updating of master data.
5. To undertake a range of Customer Care duties which will include responding effectively to enquiries on behalf of the team, answering general queries appropriate to the team and accurately recording messages.
6. Servicing of meetings, workshops and events which will include booking venues, sending out invitations, attending and minute taking, and the subsequent production and distribution of reports within agreed timescales
7. Delivering configuration changes in accordance with approved change requests.
8. Development of interactive forms for use within the system, ensuring layout and functionality enables system users to work efficiently
9. The production of documents to a high standard of accuracy and presentation using the software provided. This will include letters, tables, presentations, and training materials.
10. Extracting, filtering and disseminating data for managers to the business and running scheduled jobs within CareDirector.
11. To assist in the preparation and issue of joining instructions for courses and booking of venues, equipment, and appropriate training materials.
12. Production of standard documentation templates and system preparation for inclusion in CareDirector.

13. Maintain and update the CareDirector Intranet site.
14. Produce robust test scripts to test any changes to the system as directed by the Testing Coordinator.
15. Conduct accurate testing of any changes.
16. Undertake unit and end user testing of new functionality/configuration.
17. The post holder will be required to work normal office hours to ensure an effective service is offered to system users and evenings and weekends on some occasions to provide maintenance and upgrades to systems outside normal working hours
18. Any other duties commensurate with the grading of the post.

Full Training in the use of equipment and the Directorate's systems and procedures will be given

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally.

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Environment

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	**Criteria**	**Measured by**
	Qualifications/Professional membership	
	• GCSE English or equivalent, NVQ II in Business Admin or equivalent, An IT qualification equivalent to the competency level of ECDL	A/I
	Knowledge and Experience	
	• Experience in understanding and helping to resolve problems	A/I
	• Previous knowledge and experience of using a social care / management system	A/I
	• Experience in using computer-based information systems	A/I
	• Experience using Microsoft Office or equivalent software package	A/I
	• Working within a team, preferably in an office environment	A/I
	• Knowledge of good practice in office systems and procedures	A/I
	• Understanding of adult's and children's social care and health services and the challenges they face	A/I

	Skills This post is designated as a casual car user	
	• Demonstrate accurate numerical skills required to process financial documents	A/I
	• Time management skills with an ability to work under pressure to meet deadlines and prioritise competing work tasks	A/I
	• Demonstrate good written, oral and interpersonal skills as this post will involve working with all levels of staff across a range of organisations and service areas	A/I
	• The ability to undertake a number of areas of work to ensure a multi-skilled team	A/I
	• Commitment to excellent customer service and the achievement of high quality standards	A/I
	• Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice (examples should be given in supporting statement)	A/I
	• A commitment to Equal Opportunities and Anti-Discriminatory Practice and to work with a diverse customer base.	A/I
	• It is anticipated that all employees will have a commitment to further training and development commensurate with their grade	A/I

*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300