

Emergency Duty Service Worker Grade 6 + 20% (Unsociable Hours)

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 Emergency Duty Service is an out of normal office hour's generic social work service covering Children and Adults. We are looking to recruit 1 x 18.5 hour Emergency Duty Service call taker to provide a

professional response to all initial contacts made by service users and outside agencies, ensuring an appropriate response is received.

You will also support social work staff undertaking service user's assessments when required.

You will be expected to cover 5pm-8am Monday-Friday and provide 24 hrs cover on a rota basis on Saturdays, Sundays and also bank holidays

Lindum House is a Staffordshire Police building and any person who is not a Police Officer or a member of Police staff is subject to NPPV (non-police personnel vetting). This post is subject such vetting and requires the successful candidate to complete a NPPV form prior to any formal offers of employment being made

About the Role

You'll be supporting the Team Manager in the operation of the Emergency Duty Service to ensure that a high-quality service is provided through covering our telephone-based duty and referral service, all with a commitment to keeping children and young people safe.

You'll also be:

- The first point of contact for all initial referrals, obtaining in a calm and sensitive manner sufficient information from members of the public and other professionals so that decisions can be reached regarding the most appropriate course of action.
- Completing Initial Referral/records to the highest of standards and ensuring relevant professionals and service users are kept informed in a timely manner and referrals are acknowledged in writing within 24hrs.
- Updating the Departments Client Information System and the electronic Social Care record system.
- Completing appropriate checks of historical information held before then working with the team manager / coordinator to decide on the best course of action against the department's eligibility criteria.

- Provide up to date information in order to assist service users or other professionals in respect of those referrals that do not meet the criteria for further assessment.
- Support the Team Manager and coordinators on social work visits when required and Stand by Social Workers on visit/assessments when needed.

Reporting Relationships

Responsible to:

Professional Accountabilities

Additionally, the post holder is required to contribute to the achievement of the Council, Directorates, Strategic HR and individual 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.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

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
	<p>Qualifications/Professional Membership</p> <p>GCSE English or equivalent</p> <p>Relevant qualification or experience in customer Care/Business Administration</p> <p>An IT qualification equivalent to the competency level of ECDL/CLAIT etc. (or willingness to undertake)</p> <p>Typing/WP qualification equivalent to 50wpm</p>	<p>A</p> <p>A</p> <p>A</p> <p>A</p>
	<p>Knowledge and Experience</p> <p>A practical understanding of the use of performance management.</p> <p>An ability to interpret accurately input and retrieve data using the software provided.</p> <p>Working with internal/external customers to provide a quality service.</p> <p>Experience of office procedures, systems and equipment</p> <p>Working within a Team, preferably in an office environment</p> <p>Experience in using computer-based information systems</p> <p>Commitment to excellent customer service and the achievement of high-quality service.</p> <p>Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice and an ability to take a lead (examples should be given in supporting statement).</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<p>Skills</p> <p>Demonstrate good interpersonal skills to deal with sensitive issues.</p> <p>Time management skills with an ability to work under pressure and on own initiative.</p>	<p>A/I</p> <p>A/I</p>
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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.

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