CFP

Staffordshire County Council

Emergency Duty Service Worker
Grade 6 (+20% for unsociable hours)

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 an 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

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Person Specification

Qualifications/Professional membership

- GCSE English or equivalent
- Relevant qualification or experience in customer Care/Business Administration
- An IT qualification equivalent to the competency level of ECDL/CLAIT etc. (or willingness to undertake)
- Typing/WP qualification equivalent to 50wpm

Knowledge and Experience

- A practical understanding of the use of performance management.
- An ability to interpret accurately input and retrieve data using the software provided.
- Working with internal/external customers to provide a quality service.
- Experience of office procedures, systems and equipment
- Working within a Team, preferably in an office environment
- Experience in using computer-based information systems
- Commitment to excellent customer service and the achievement of high-quality service.
- 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).

Skills

- Demonstrate good interpersonal skills to deal with sensitive issues.
- Time management skills with an ability to work under pressure and on own initiative.

This post is designated as a casual Car user
The content of this Job Description and Person Specification will be reviewed on a regular basis.