



Cumberland Council

Post Specification

Date	March 2023
PG Number	6590
Post Title	Single Point of Access Officer
Job Family	Customer Engagement
Job Family Role Profile	CE8ii
Final Grade	Grade 8

To be read in conjunction with the job family role profile

Service Area description

The core purpose of the adult social care & support operations within the Health, Care and Communities directorate is to help people to achieve the outcomes that matter to them in their life. Our primary functions are to safeguard people from harm, to assess people's needs and co-produce support plans that enable people to reach positive outcomes in their lives as we carry out our statutory duties, primarily under the Care Act 2014.

The Single Point of Access (SPA) is a critical part of the social care and support system. This is often the first point of contact for both the public and other professionals about social care needs. It is critical that the SPA function is able to give comprehensive information and advice, signpost people to the right place and gather information that will enable an initial assessment to determine if people are eligible for care and support. Critically it will ensure where people are at risk of harm that these are acted upon through our safeguarding arrangements. Where it is determined someone may be eligible for care and support they will arrange with customers an appointment with a social worker / OT.

The SPA will be made up of SPA officers but work alongside Community Finance Officers (CFOs) for those who require a financial assessment, duty social workers / Occupational Therapists / team managers for clarification or advice and Safeguarding Adult Manager (SAMs).

Purpose of this post

To improve outcomes for the people of Cumbria by providing an effective interface for members of the public, partner organisations and other agencies through coordinating, triaging and identifying the most appropriate pathway, advice and information, signposting to statutory and non-statutory services and facilitating access to health and care services.

Key job specific accountabilities

- To act as an interface for customers and partners enquiring via telephone, in writing or face to face about Health and Care services which require information, advice and guidance or to make referrals for individuals as part of safeguarding, proactive care planning and management pathways in line with legislation underpinning Adult Social Care⁴ as laid out in the Care Act 2014.
- Triage referrals to determine the appropriate Health and Care practitioner required for allocation and to identify where there may be urgent needs or escalation required taking into account safeguarding and risk factors and discussing then with the relevant duty colleagues or safeguarding manager to ensure the correct level of support and timescales are actioned in accordance with the relevant legislation, policies and procedures.
- Take customers through the various options of assessment and eligibility as laid out in the Care Act 2014 and to determine suitable pathways together with the person/professional to ensure an appropriate and proportional response and where appropriate discuss and provide robust information,

advice and signposting to community based support services based on the needs of the individual including keeping up to date with Government legislation and corporate guidance.

- Coordinate referrals to ensure the appropriate info and consent has been obtained, liaise with the person referred and/or carers to gain further information as necessary and ensure that information is recorded accurately and appropriately within relevant systems ensuring compliance with Data Protection and information governance standards.

To plan and organise own work and coordinate with team members across all ASC teams to complete the work within a set framework, standard and timescale. To recognise Adult Safeguarding/urgent assessments as separate to adult requiring a standard assessment and in cases of emergency informing the appropriate agencies.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

-

Staff Management Responsibilities

-

Other

- Information

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ level 3 or equivalent experience or knowledge in the relevant work area.
- Experience of working in a Health or Social Care environment or related information and advice service with direct contact with members of the public and professionals.
- Ability to communicate effectively in person, on the telephone, and in writing to customers with diverse needs taking into consideration customer circumstances and need.
- Working knowledge of IT applications and the ability to follow established procedures.
- Ability to identify, co-ordinate and organise Health and Social Care support within required timescales.
- Ability to work within boundaries of the role and recognise the need to seek support in a timely manner when required if more complex matters arise from the information being received. Capability to assess a situation and address it and know when to escalate issues.
- Ability to work within data governance rules, produce and maintain accurate records reiterating compliance with all confidentiality standards and principles.
- Ability to handle complex information accurately and with attention to detail.
- Knowledge of the procedures in the service area and how to apply them.
- Understanding of how to effectively investigate records and data to answer queries and provide advice.

Understanding of local services and community resources

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands

- Subject to distressing information regarding how adults have been treated on a daily basis.
- Working in a highly demanding pressurised environment which at times can be stressful.

Dealing with difficult situations, conflict and resolution.

Physical Demands

- Working in a busy open plan office making phone conversations difficult to hear
- Sitting at a desk for long periods of time
- Working at a computer screen for long periods of time

Working in an open place office where temperatures are too low/too high.

Working Conditions

The ability to travel to provide support between offices within a division to ensure consistent customer service.

Other Factors

-
-