# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Access and Assessment Officer (HSCC)

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Eastbourne

# GRADE: [Single Status 7 with progression bar to 8](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Senior Access and Assessment Officer/Customer Access Team Leader

# Purpose of the Role:

Provide a point of access to adult community health and social care services for the public and health and care professionals and to conduct an initial assessment of eligibility for support.

# Key tasks:

1. Work as a member of the Health & Social Care Connect Contact Centre to provide an effective, high quality and customer responsive service within agreed departmental and corporate practices, procedures and timescales.
2. Triage, prioritise and process high quality and accurate referrals for adult social care and community health services by telephone or other channels of communication in accordance with legislation, prescribed guidelines and procedures
3. Determine eligibility of individuals for support under the relevant health and social care legislation.
4. Provide advice and information to the public and professionals and to signpost appropriately to other agencies.
5. Accurately record and collate relevant client information on electronic systems as part of the referral, assessment and review processes. Ensure all recorded information is accurate, up to date and factual.
6. Adhere to all quality standards for the Contact Centre to ensure that services are provided to a level of excellence which will maintain and enhance the department’s and the County Council’s reputation.
7. Take account of safeguarding and risk factors in all cases raising a safeguarding alert referral where appropriate.
8. Undertake assessments and reviews to determine eligible need for support in accordance with relevant health and social care legislation, prescribed guidelines and procedures. (Assessment trained staff only)
9. Liaise with referrers, health and social care professionals and other third parties to collate information pertinent to the assessment of an individual’s social care needs, to provide feedback where appropriate, and to inform the relevant parties of the action to be taken
10. Where appropriate, arrange for support from community health and social care or from other agencies, providers and/or request further client assessments or reviews by the relevant team as appropriate.

Progression/appointment to Single Status 8 is dependent on a progression opportunity being advertised and one of these additional duties being required:

* Be competent in all duties required and take direct responsibility for the intensive on-the-job training of new employees on a regular basis. This may include, but not be limited to, supporting new employees by demonstrating, advising, instructing and checking work, over an agreed period of time until the new employee reaches the required level of competency.
* Successful completion of the relevant Health and Social Care Connect Competency Framework and to regularly rotate between Assessment, Health and Social Care Professionals Access and Public Access to maintain the required level of competency.
* Specialise as a Safeguarding Access and Assessment Officer and work within the Health & Social Care Connect Safeguarding Triage Hub. In addition to the key tasks listed above, this will involve undertaking a triaging role in relation to safeguarding referrals under the Care Act 2014 (specifically the 3 key tests).

Note that progression to single status 8 is also dependent on completion of in-house Assessment training and/or safeguarding experience.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

|  |
| --- |
| These criteria will be assessed at the application and interview stage  |
| * Ability to type proficiently whilst gathering information via telephone headset.
* Good IT skills including word processing, database applications and the Internet.
* Ability to work within data governance rules to produce and maintain accurate records and confidentiality
* Possess excellent interpersonal, listening and written communication skills.
* Ability to identify, coordinate and organise health and social care support within required timescales.
* Ability to work within the boundaries of the role and recognise the need to seek support when required or refer on cases which require more complex decisions.
* Ability to take an empathetic and sensitive yet professional approach when identifying the needs of customers who may be under considerable stress
* Ability to build effective, collaborative relationships with people from a wide range of backgrounds.
* Ability to remain calm under pressure.
 |

# Essential education and qualifications.

|  |
| --- |
| These criteria will be evidenced via certificates, or at interview  |
| * QCF level 2 including English or equivalent relevant work experience.
 |

# Essential knowledge

|  |
| --- |
| These criteria will be assessed at the application and interview stage  |
| * Knowledge of legislation relevant to Health and Social Care.
* Awareness of the principles of safeguarding vulnerable adults
* Relevant legislation, e.g. Care Act 2014, specifically safeguarding adults.
* Working knowledge of assessment and Care Management Process
* Safeguarding Access and Assessment Officer (Single Status 8) only
 |

# Essential experience

|  |
| --- |
| These criteria will be assessed at the application and interview stage  |
| * Experience of working in health or social care or providing information and advice to the public.
* Proven experience in the delivery of high-quality customer oriented services, and a strong commitment to customer service.
 |

# Other essential criteria

|  |
| --- |
| These criteria will be assessed at the application and interview stage  |
| * Team worker, with ability to operate as part of a team as well as self motivated and work on own initiative.
* A commitment to equal opportunities and anti-discriminatory practice.
* Organised, flexible and adaptive approach to managing work loads.
* Ability to work a 37 hour week flexibly to cover extended opening hours (8am – 10pm) including evenings, weekends and bank holidays on a rota basis.
* Night shift – some staff will be required to work night shifts (10pm - 8am) when contracted as part of their working hours.
 |

# Date (drawn up): February 2022

**Name of Officer(s) drawing up person specifications:** Wendy Shirvani, Alison O’Shea

**Job Evaluation Reference:** 11381

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |