

Dear Applicant

Thank you for your interest in this vacancy. This document contains further information about the vacancy, including a Job Description and Person Specification. You should read these carefully before you process your Application Form.

Your Application is important to us and we want to make our Recruitment process as easy as possible. Please take a few minutes to read the following Notes.

- We welcome Online Applications. All Applicants will be contacted soon after the Closing Date. If you are not invited to Interview and would like more detailed feedback please contact the Recruiting Manager, within 4 Weeks after the Closing Date.
- Shortlisting for interview will be based solely on the information you provide on the Application Form. Please include evidence of how you meet each of the criteria set out in the Person Specification, providing examples where possible.
- We would like you to complete the Equal Opportunities part of the Application. This is used for monitoring purposes only and is Strictly Confidential. It does **not** form part of the Shortlisting process. The Council has an obligation to monitor the make-up of its workforce and is also keen to ensure that the workforce reflecting the diversity of its population. Collecting accurate data helps us to meet our obligations.
- We hope you find our Recruitment Process easy to follow and well administered. However, if you are not happy with our service, or have other feedback please contact Lance Richard, Recruitment Strategy & Delivery Manager, 4<sup>th</sup> Floor, King's House, Grand Avenue, Hove BN3 2LS. You will receive an acknowledgement of receipt of your complaint within 2 working days and will receive a full response within 10 working days. If you are not happy with the response, please contact Sue Moorman, Head of Human Resources & OD at the same address.

**Please note that all correspondence for your application will be by e-mail.**

Further help with completing your Application Form is available Online during the Application process.

Yours sincerely

Michelle Cruickshank  
HR Officer (Recruitment Team)

## **BRIGHTON & HOVE CITY COUNCIL**

### **JOB DESCRIPTION**

**JOB TITLE:** Independence at Home Duty Officer

**JIN NUMBER:** 3028

**REPORTS TO:** Operations Manager/Assistant Operations Manager

**DEPARTMENT:** Home Care/Independence at Home

**SECTION:** Adult Social Care & Housing

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### **PURPOSE OF JOB**

- To provide a high quality, comprehensive duty service for first point of contact for Independence at Home service users, support workers and other professionals.
- To agree and facilitate referrals for packages of care when working out of hours

### **PRINCIPAL ACCOUNTABILITIES**

#### **General Accountabilities**

- To supervise and induct care crew staff
- To receive and resolve, wherever possible, customer contacts/enquiries to the central duty office
- To accept and facilitate emergency referrals out of hours
- To follow duty procedures and refer enquiries, where appropriate, to Care Support Managers and Operations Managers for decisions and resolution (e.g. missing persons, Safeguarding referrals and medication enquiries)
- To address any incidents reported at the initial stage where appropriate and/or refer to line manager
- To follow the missing persons procedure
- To resolve basic medication queries
- To undertake general planning of outstanding calls to service users and inform them and their Support Workers of any changes
- To liaise with Support Workers in line with the Lone Working Policy and update appropriate paperwork and systems
- To undertake general administrative duties and prepare reports and statistics
- To agree the covering of additional shifts with Operations Managers and secure bookings with relief and agency staff
- To deal with informal complaints by resolving situations (e.g. late calls) and liaising with service users. To refer formal complaints to Care Support Managers and Operations Managers
- To report staff absences under the absence management procedure

#### **General**

- To liaise with family members regarding packages of care as appropriate

- To administer and record requests for emergency annual leave from Support Workers out of hours
- To attend meetings and participate in training and development activities
- To be prepared to implement the Council's Equalities Policy at a level appropriate to the job and carry out all duties with due regard to this policy
- To be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of work as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility
- To work flexibly to cover the duty point and be prepared to change shifts to cover for annual leave and sickness
- To work a minimum of one weekend in three and a mixture of early and late shifts
- To be prepared to work from alternate bases across the city as required

### **Equalities**

To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.

### **Health & Safety**

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

### **General**

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## **BRIGHTON & HOVE CITY COUNCIL**

### **PERSON SPECIFICATION**

**JOB TITLE:** Independence at Home Duty Officer

**GRADE:** Scale 6

**DEPARTMENT:** Adult Social Care and Housing

**SECTION:** Independence at Home

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### **ESSENTIAL CRITERIA**

#### **Job Related Education, Qualifications & Knowledge**

- A relevant qualification in Social Care or Care Management: e.g. a minimum of Care NVQ Level 3 or equivalent relevant experience.
- Knowledge of the Care Quality Commission registration requirements.
- Knowledge of the Personalisation Agenda in Adult Social Care
- Knowledge of medication policies & procedures
- The willingness to undertake professional development courses including Assessor training for safer people handling, medication and risk assessing.

#### **Experience**

- Experience and understanding of working with vulnerable service users with a variety of needs.
- Experience of preparing procedures such as support plans and risk assessments, implementing case file documentation.

#### **Skills/Abilities**

- Ability to supervise staff and to recognise performance management issues.
- Ability to participate in the induction of new staff.
- Excellent customer service skills and ability to communicate effectively both verbally and in writing with professionals, organisations and individuals..
- Good IT skills and the ability to learn and use databases.
- Excellent organisational skills in order to manage a busy work load with changing priorities.
- Ability to provide hands-on care at times of extreme demand on the service.
- Ability to act appropriately in an emergency situation which could include direct work with service users and staff.

#### **Equalities**

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Inclusive Council Policy.

**Other Requirements**

- Flexible and resourceful approach to work situations.
- Positive approach and attitude towards change management and development of future services

## SUMMARY STATEMENT ON USE OF DISCLOSURE INFORMATION IN RECRUITMENT & SELECTION

### **Introduction**

Thank you for applying for a position within Brighton & Hove City Council. You have applied for a post or voluntary work that falls under the definition of 'regulated position' under exemptions to the Rehabilitation of Offenders Act 1974. This means that a criminal conviction check (or disclosure) will be undertaken on any individual who is offered the post. Where appropriate (where the post involves working with children or vulnerable adults) details will also be checked against the Department of Health and Department for Education & Skills lists. These checks are undertaken by the Disclosure & Barring Service (DBS) only when a conditional offer of employment has been made but you will be asked during the recruitment process to declare any relevant information.

It is the intention of Brighton & Hove City Council not to discriminate unfairly against individuals on the basis of their previous offending history. Possession of a criminal record is not an automatic bar to obtaining employment or voluntary work.

The purpose of this Statement is to provide assurance to applicants that the information released in Standard and Enhanced Disclosures is used fairly and that sensitive personal information is handled and stored appropriately and kept for only as long as necessary.

### **Handling of Disclosure Information**

Recipients of Disclosure Information at Brighton & Hove City Council will only disclose this information to the recruiting manager and Human Resources Manager. Unauthorised disclosure of any information provided by the DBS is an offence under Section 124 of the Police Act 1997.

Disclosure Information will be securely stored and will be retained for a maximum period of six months unless, in exceptional circumstances, formal written agreement of the DBS is obtained to retain them for a longer period. Brighton & Hove City Council as a Registered Body must comply with the DBS Code of Practice. All matters relating to the use of Disclosure Information will be undertaken in accordance with the DBS Code of Practice and Brighton & Hove City Council's Code of Practice on the Use of Disclosure Information.

### **Further Information**

If you are successful in obtaining a conditional offer of employment (or have been accepted as a volunteer), you will be sent further information on the Disclosure process including guidance on completion of the Disclosure Application Form. Disclosures for employment will be funded by the Council and Disclosures for Volunteers are free of charge.

Further information on the DBS and the Disclosure process including the DBS Code of Practice can be obtained by visiting the web site: [www.homeoffice.gov.uk/dba](http://www.homeoffice.gov.uk/dba) or by calling 0870 90 90 844.

Further information on the Council's Policy on the Recruitment of Ex-Offenders and the Code of Practice on the Use of Disclosure Information can be obtained by contacting Human Resources on (01273) 292313.