# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Health and Social Care Service Advisor (HSCC)

# Department: Adult Social Care and Health

# Grade: [Single Status 7](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Senior Access and Assessment Officer

# Purpose of the Role:

Health and Social Care Connect is the single point of access into community health and social care services for adults in East Sussex. The service has a number of functions including the provision of information and advice, managing professional referrals into appropriate community services, completing social care assessments and the triaging of adult safeguarding concerns and enquiries from across the county.

The Health and Social Care Service Advisors work in one of two areas of the Health and Social Care Connect team:

1. The public facing Access point which provides signposting, information, and advice, about health and social care support and services, to members of the public, their family, and carers. They also make referrals for assessments and support services. This is a predominantly telephone-based service but can also be accessed by the public using e-mail and digital solutions such as webchat and self-service online portal forms.
2. The professional facing Health hub which processes referrals from health and social care professionals into community services. This role involves processing referral forms and gathering additional information from referrers and their patients/clients to ensure that they are referred on to the appropriate service which best meets their needs.

Both roles are office based and involve using IT and telephony systems to communicate effectively with health and social care professionals, partner organisations such as the emergency services and members of the public to ensure that residents get the care and support, they need when they need it.

The role involves using agreed criteria and processes and there are a significant number of established pathways that Health and Social Care Service Advisors use to ensure that clients receive the appropriate help and support.

This is an excellent role for those considering a career in health and social care. Full training is given and ongoing training and development is supported with an in-house Competency Framework. There are opportunities to train across the different areas of the Health and Social Care Connect service and on completion of the Competency Framework staff may have the opportunity to undertake assessment training and apply for progression opportunities within the team to Single Status 8.

# Key tasks:

1. Work as a member of the Health & Social Care Connect team to provide an effective, high quality and customer responsive service.
2. Triage, prioritise and process referrals for adult social care and community health services in accordance with legislation, prescribed guidelines and procedures.
3. Provide advice and information to the public and professionals and to signpost appropriately to other agencies.
4. Where appropriate, arrange for support from community health and social care services, or from other agencies.
5. Request further client assessments or reviews by the relevant health or social care service as appropriate.
6. Liaise with referrers, health and social care professionals and other partner organisations to meet an individual’s care, support, and health needs.
7. Accurately record relevant client information on electronic systems. Ensure all recorded information is accurate, up to date and factual.
8. Take account of safeguarding and risk factors in all cases, raising a safeguarding concern where appropriate.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to type proficiently whilst gathering information via telephone headset.
* 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 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 customers and stakeholders
* Ability to remain calm under pressure.
* Team worker, with ability to operate as part of a team as well as being self-motivated and able to 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. Note that night staff are specifically recruited and contracted to these hours.

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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 |