

Title Service Advisor	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose To be responsible for providing prompt and effective information, advice and access to services provided by the Department, the County Council and other associated agencies and to positively represent the Department to the public and external agencies.		
Key Responsibilities <ol style="list-style-type: none"> 1. Provide a high quality and courteous advice and referral service for members of the public, people using a service and representatives of other Departments or agencies, to ensure that members of the public receive an immediate and relevant response to their enquiries. 2. Provide advice, information and signposting to customers in respect of: <ul style="list-style-type: none"> • Services available from local authority departments and from voluntary and statutory agencies. • Advice that could be received from Benefit, Training, Information and Advice Officers. • Advice on problems referred to the Department which concerns the well-being of individuals and families • Advice, information and assistance to self-funders. 3. Provide specialist advice on Intake Team/maintaining independence, support and guidance to other front line workers and health staff. 4. Triage referrals in order to decide the outcome for a contact including signposting, access to other services e.g. START, or to arrange a more detailed occupational therapy assessment. Where necessary, see guidance from qualified workers or the senior practitioner. 5. Retrieve existing relevant records, complete electronic referrals, and forward to relevant services. 6. Receive any complaints made by members of the public and deal with them in accordance with the County Councils Complaints Procedures as appropriate. 	Key Accountabilities <ol style="list-style-type: none"> 1. Accountable for own performance. 2. Accountable for the quality of the information and advice provided. 3. Alert managers of issues that could affect performance. 4. Assist managers to meet specific service targets within agreed resources. 5. Assist team in maintaining appropriate partnership arrangements. 6. Provide a good standard of customer service in accordance with Nottinghamshire County Council's Customer Service Standards and Good Practice Guide. 7. Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all, In accordance with relevant legislation and policy. 8. Take reasonable care of your health, safety and welfare, and that of other person who may be affected by the performance of your duties. 	

7. Create and maintain up to date accurate records and ensure good data quality. 8. Develop spreadsheets, maintain and input manual statistics. Have awareness of and highlight any trends in service shortfall to team members. 9. Establish liaison with relevant local agencies to publicise and build good working relationships. 10. Maintain up to date leaflets and information and resource database in order to better inform people who use services and carers. 11. Attend team and other relevant meetings as appropriate.	
The post holder will perform any duty or task that is appropriate for the role described within their grade.	

Person Specification	
Education and Knowledge 1. A good level of general education including GCSE at A-C grade in English and Maths, NVQ equivalent or equivalent qualifications or evidence of required skills and experience. 2. Knowledge of current Adult Social Care and Health policy drivers, e.g. Think Local, Act Personal. 3. Knowledge of the functions of Adult Social Care and Health.	Personal skills and general competencies 4. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff. 5. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers. 6. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available. 7. Ability to meet agreed objectives and delivery targets by the effective use of resources.
Experience 9. Experience of working in front-line contact with the public, in a social care or health setting, whether in a paid capacity or voluntary. 10. Demonstrable experience of using information technology in a range of applications. 11. Experience of independently managing and prioritising demands and tasks to meet objectives. 12. Experience of keeping accurate records. 13. Experience of administrative and organisational tasks that require attention to detail. 14. Demonstrable experience of using good communication and excellent listening ability.	

	8. Excellent organisational skills
Role Dimensions 1. Flexible participation in other team duties as designated by the line supervisor or manager 2. Take up opportunities for relevant training specific to role and contribute effectively towards development of new systems, processes and ways of working. <i>Please attach a structure chart</i>	

Date: 6.9.2012 v.7