

Directorate:	Community, Health & Social Care	Section:	Adult Social Care
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Job details

Job title:	Salford Assist - Assessment Adviser
Grade:	
Location of work:	Civic Centre
Directly responsible to:	Salford Assist Manager
Directly responsible for:	Not applicable
Hours of duty:	36 hours per week in accordance with the flexible working hours scheme
Primary purpose of the job:	<p>Assess eligibility and process applications, for the Salford Assist Scheme.</p> <p>Make decisions and recommendations on the support offered (including provision of food, goods and in some cases cash) to applicants. This will require adherence to agreed scheme rules supported by the discretion of the assessor based on customer circumstances and available 'limited funding'.</p> <p>Manage a varied caseload and make assessments and decisions quickly and accurately.</p> <p>Refer to the Scheme Manager for support with complex cases.</p> <p>Interview customers and take referrals (from customers and professional interfaces) via the web and telephone. Advise customer and partner organisations of decision outcome for their application.</p> <p>Review appeals where customers have been declined.</p> <p>Provide appropriate advice and signposting for</p>

	<p>customers, enabling holistic support.</p> <p>Liaise with partner organisations, providing a streamlined customer service.</p> <p>Ensure personal and team targets are met.</p> <p>To work as part of a team, provide excellent service to customers and partner organisations and achieve performance in line with individual and team performance measures.</p> <p>Make appropriate safeguarding referrals.</p> <p>Within the wider context, each team member is responsible for maintaining effective professional relationships with partners and colleagues and ensures that the safeguarding agenda is delivered.</p>

Main duties and responsibilities/accountabilities

<ol style="list-style-type: none"> 1. Follow scheme guidelines to assess the eligibility of applications for Immediate Emergency Assistance, Resettlement Grants and Council Tax Support) using any ICT systems required to carry out the role. 2. Manage varied caseload from a range of referral sources; customer, professional interfaces (other departments and external agencies e.g. Prison, Homeless Hostel. 3. Make objective decisions on awards (within Salford Assist procedures and budget constraints), to ensure that outcomes are maximised for local residents facing hardship. 4. Contact with customers, referral organisations (e.g. prison, probation, hostels) and supply partners (for goods and services) in writing and by telephone to provide and request information in an efficient, customer focused and professional manner. 5. To discuss outcomes of applications (accept or decline) with customers via a range of communication channels, including face to face and telephone. 6. Provide information, advice, signposting and support to customers on the wider range of benefits and support options available. 7. To deal with all aspects of appeals received in respect of Salford Discretionary Support Scheme. Ensuring that procedures are followed and the appropriate timescales are met. Ensure that errors from appeals are corrected and are used as opportunities for learning and training. 8. Ensure customers understand their rights and responsibilities.
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9. Prevent and detect fraud and error and take appropriate action.
10. Deal with customer correspondence, communicating in plain English, addressing and resolving all identified issues at the earliest opportunity.
11. Learn, understand and apply complex guidance and procedures in relation to processing Salford Discretionary Support Scheme assessments.
12. Maintain up to date and working knowledge of relevant legislation, local procedures, welfare benefits and associated ICT skills, within a culture of frequent change.
13. Take ownership and responsibility for own casework and assist and support colleagues and teams within the Unit where directed.
14. Process cases as directed in order to achieve timescales, high quality and performance in line with individual, team, unit and corporate measures.
15. Provide accurate data for the compilation of statistical reports and monthly analysis.
16. Work collaboratively with colleagues and effectively assist managers with new staff, providing training, mentoring and support.
17. Work closely with professional interfaces (e.g. hostels, prison, and probation) and supply partners (for goods and services) to ensure an effective, co-ordinated approach.
18. Personal commitment to continuous self development and service improvement.
19. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
20. To undertake such additional duties as are reasonably commensurate with the level of the post.
21. To carry out all duties with full regard to Salford City Council's Equal Opportunities, Health & Safety and Community Strategy policies.

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities and Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established SDSS scheme policy and wider policies and practices of the Council.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

Review arrangements

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Date job description prepared/revised: 8 December 2017
Prepared/revised by: Sandra Derbyshire
Agreed job description signed by holder:

DIRECTORATE:	Community, Health & Social Care	JOB TITLE:	Salford Discretionary Support Scheme - Assessment Adviser
GRADE: 2C	POST REF NO:		LOCATION: Unity House

NOTE TO MANAGER

In completing this form you are setting the expected standard for the person you need for this job on this occasion. Once completed, it will help to create your shortlist of candidates and to devise the questions you ask at interview. Please describe the criterion in ways that are both accurate and capable of being tested. Above all, the requirements must be job related and non-discriminatory. The job description, person specification and advertisement must be consistent. Each of the criteria must be identified under the Essential or Desirable headings. Whilst all criterion are important, those marked Essential must be met before an interview can be offered. (See Section 6 of the Recruitment and Selection Code of Practice for more information on producing a person specification).

NOTE TO APPLICANTS: Whilst all criterion below are important, those under the Essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

(*See grid overleaf)

ESSENTIAL CRITERIA	NECESSARY REQUIREMENTS – SKILLS, KNOWLEDGE, EXPERIENCE ETC.	*M.O.A.
1	Experience working with vulnerable customers face to face in difficult and demanding situations	
2	Proven success in developing effective working relationships with colleagues and partner organisations	
3	Experience of using IT applications (Word, Excel)	
4	Ability to acquire working knowledge of The Salford Discretionary Support Scheme (Immediate Emergency Assistance, Resettlement Grants and Council Tax Support) to help customers in extreme hardship.	
5	Experience / ability to remain resilient and resolve conflict when handling difficult situations.	
6	Experience / ability to remain objective and professional, when dealing with the most vulnerable customers.	
7	Advanced customer service skills. Provide appropriate advice and signposting, ensuring holistic support for vulnerable clients.	
8	First class written and oral communication skills, ability to deliver bad news in a sensitive manner and handle conflict	
9	Ability to assess entitlement to Salford Discretionary Support Scheme and make decisions, both quickly and accurately.	
10	Ability to plan, prioritise and organise own workload.	
11	Ability to work on own initiative, with little supervision and to tight deadlines.	
12	Customer focused approach to service delivery.	
13	Ability to identify better ways of working and question the status quo.	
14	Ability to focus clearly to achieve defined results and outcomes	
15	Committed to fairness and equality.	

COMPLETED BY	DATE	APPROVED BY	DATE
Angela Woodcock			

METHOD OF ASSESSMENT (*M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE

