

**JOB DESCRIPTION**

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| **Post Title**: Enquiry Referral/Support Services Officer (Mental Health) |
| **Department**: Communities and Wellbeing | **Post No**:  |
| **Division/Section**: Mental Health Services | **Post Grade**: Grade 8 |
| **Location**: Humphrey House | **Post Hours**: 37 hours |
| **Special Conditions of Service**: To be flexible when required to work in areas across the borough within normal working hoursSatisfactory DBS disclosure at the enhanced level to be renewed in line with the authority’s timescales |
| **Purpose and Objectives of Post**: To act as the first point of contact for members of the public and other professionals making both general enquiries and referrals to the Mental Health Team. To undertake all related admin, clerical duties and word processing duties for the team. |
| **Accountable to**: Executive Director of Communities & Wellbeing |
| **Immediately Responsible to**: Support Services Manager |
| **Immediately Responsible for**: None |
| **Relationships: (Internal and External)**Members of the publicService UsersMulti agency staff and colleaguesEmergency services staff as requiredFriends, carers and relatives of service usersPartnership Agencies |
| **Control of Resources**: Responsible for security and whereabouts of safe keyComputer hardware and software appropriate to the duties of the postResponsible for Health and Safety as it relates to self and colleaguesArranging building maintenance and repairs |
| **Duties/Responsibilities**:  |
| Act as the first point of contact for all people contacting the service either in person or by telephone or in writing, providing any immediate practical help as required.  |
| Provide, advice guidance and information about the services provided by department and redirect people to other departments/organisations where appropriate. |
| Display sensitivity to vulnerable service users with severe/enduring mental health problems who often display challenging behaviour. |
| Communicate in an appropriate, open, accurate and straightforward way, respecting confidential information in line with the authorities policies. |
| Take all referrals for the service including service users, carers, appropriate adult referrals and requests for assessment under the Mental Health Act. |
| Gather background information for all people referred to the service including the reason for referral and any other relevant information whilst remaining sensitive to the individuals needs. Timely inputting of referral onto Protocol and PARIS |
| Define the referral type and take appropriate action. |
| Decide if the referral needs immediate action and refer to the Duty Officer, if unavailable support the service user as required. |
| Make up service user case files and allocate and close files for the service (both manual and computerised) as directed by the Team Manager. |
| Maintain records of guardianship orders and inform the relevant team of any that are due to expire so that appropriate action can be taken. |
| Maintain clear and accurate records that are complete, accessible and up to date. This includes Electronic Social Care records and the inputting referrals, allocations and closures onto both Health and Social care systems as per Bury council and Pennine Care Foundation Trust policies. |
| Assist and liaise with the Duty Officer with day to day tasks including dealing with telephone calls, taking messages, arranging appointments, supporting service users, setting up assessments under the Mental Health Act. |
| Monitor employee whereabouts in relation to the lone working and report to the manager if required. |
| Take messages on behalf of team members and ensure that these are passed on in a timely manner. |
| Undertake advanced word processing duties to support the service including letters, minutes, assessments, reviews, flow charts and reports for tribunals with accuracy and adhering to strict timescales. |
| Create brochures and leaflets about the service and maintain these. |
| Maintain employee attendance and absence records, requiring knowledge of different systems, policies and requirements for Local Authority and the Trust, ensuring receipt of self certificates and medical certificates where required and send to Human Resources reporting any discrepancies to the Team Manager. |
| Responsible for the logging and distributing accident / incident reports in line with Local Authority and Trust Policies. |
| Support the Team Manager with the induction of new employees by arranging for staff to have access to the relevant computer systems. |
| Be responsible for disbursing petty cash, balance petty cash on a daily basis, complete petty cash claim, order and collect cash float as required. |
| Be responsible for the securing the safe and holding safe key on a rota basis. |
| Maintain and record money and other personal belongings for service users that is held by the service. |
| Order and maintain stationery supplies for the teams and distribute as appropriate in line with the authorities financial procedures. |
| Book venues, travel and accommodation for team members as required appropriate in line with the authorities financial procedures. |
| Check, authorise and code invoices for payment in line with required deadlines and pass to Finance Expenditure for payment. |
| Place orders and act as timesheet approvers on behalf of manager for agency / locum staff when required. |
| Open, sort and distribute incoming and outgoing mail on a daily basis for the service. Purchase and maintain adequate levels of postage. |
| Perform general clerical duties including, typing, filing, faxing, photocopying, maintaining the sections filing system and data entry. |
| Provide statistics as required by the manager or external agencies in relation to the service. |
| Manage and prioritise your own workload. |
| Be proactive in supporting the Team Managers to develop and improve the Service. |
| Be flexible in supporting colleagues during busy times and periods of absence, including dealing with enquiries, taking messages and providing and other assistance as required. |
| Support emergency planning activities by assisting managers to set up and run rest centres where required in emergency situations. |
| Be able to adapt to changes in work procedures/systems as they occur. |
| **Personal Development** |
| Participation in supervision sessions, team meetings and employee reviews including contributing to the identification of your training and development needs. |
| Attend training and development activities as identified relevant to your role including NVQ Level 2 in Care and mandatory training and refreshers. |
| Maintain your own Continuing Professional Development. |
| **Policies and Procedures** |
| To adhere to the appropriate procedures, policies and values of the authority and department. |
| * As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
* Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
* The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
* **Health and Wellbeing** -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues
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| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |
| **Job Description prepared by:****Donna Edgley** | **Sign:**  | **Date:** |
| **Agreed correct by Postholder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |



**DEPARTMENT FOR COMMUNITIES AND WELLBEING**

**ENQUIRY REFERRAL / SUPPORT SERVICES OFFICER**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** |
| Commercial Thinking & Analysis |  | Planning | ✓ |
| Customer Service | ✓ | Developing Self & Others |  |
| Delivering Results | ✓ | Teams, Networking & Partnerships | ✓ |
| Values, Ethics & Diversity |  | Adapting to Change | ✓ |
| Delivering a Quality Service(Continuous Improvement) | ✓ |  |  |

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Previous administrative experience | ✓ |  |
| Previous experience of dealing with Members of the Public, both face to face and over the telephone | ✓ |  |
| Previous experience of input and access to computerised systems | ✓ |  |
| NVQ Customer Service, Level II |  | ✓ |
| Experience of making decisions in day to day work without close supervision |  | ✓ |
| Experience of interviewing customers on a “one to one” basis |  | ✓ |
| Experience of taking and recording detailed information from customers regarding requests for services |  | ✓ |
| Experience of dealing with people with challenging behaviour |  | ✓ |
| Experience of working in a Social Services setting |  | ✓ |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT****METHOD** | **CRITERIA** |
| Interview | Awareness of Social Services values and principles |
| Interview | Knowledge of Social Services provision and referral procedures |
| Interview | Knowledge of violence procedures |
| Interview | Knowledge of complaints procedures |
| Interview | Knowledge of Community Care Act 1990 |
| Interview | Knowledge of service provision of other departments and related agencies |
| Interview | Awareness of Health and Safety policy and procedures |
| Interview | Knowledge of Equal Opportunities policy |
| Interview | Must demonstrate good Customer Care skills |
| Interview | Must demonstrate good interpersonal skills – written and verbal communication, listening skills, tactful and non-judgmental approach |
| Interview | Ability to work as a member of a team |
| Interview | Counselling skills |
| Interview | Ability to respond appropriately to emergency situations |
| Interview | Decision making skills |
| Interview | Ability to assess urgency of referrals |
| Interview | Good written/presentation skills, ability to determine relevant information |
| Interview | Demonstrate a sensitivity to and understanding of the needs of Members of the Public and Service Users of Social Services |
| Interview | Demonstrate confidence in dealing with people |
| Interview | Ability to cope with challenging behaviour |
| Interview | Ability to work under pressure |