



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

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| **Role:**  |  | Service Facilitator |
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| **Service Area:** |  | REaCH |
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| **Directorate:** |  | Services to People- Adult Social Care |
|  |  |  |
| **Salary Grade:** |  | Scale 3 + 2 increments for working weekends and evenings.35 hours (pro rata) |

**About the Job**

**Main Purpose of the Job**

The service Facilitator role provides day-to-day office organisational support to the REaCH management team.

To maintain and update the information held in the allocation system (Staffplan) and to monitor the daily activities of home support workers using a call monitoring system.

To work with, and fully utilise the information based computer systems used by REaCH, directed by the management team to allocate referrals to the most appropriate Support Team.

Under the direction of the management team, to support the allocation of staffing resources to cover all existing and new requests for packages of support, offering timely responses to the service referrer.

To undertake a variety of tasks that are required to complete core processes, including setting up new Personal Support Plans and issuing of the relevant paperwork to Support worker teams as directed by the management team.

All the above activities will be undertaken whilst working to established and emerging systems thinking principles to support service improvement and development.

**Key Responsibilities**

* To offer support to the management team for the allocation of packages of support to the most appropriate home support worker team, based on information provided by the referring commissioner.
* To daily, maintain up to date information in the allocation and call monitoring systems used by REaCH.
* To support the management team in taking immediate action to try to ensure urgent and emergency requests for home support are fulfilled timely and appropriately.
* To input packages of support, including relevant and pertinent personal information, on to the rostering and scheduling computer system (Staff Plan) as directed by the management team.
* To make amendments to packages of support in Staffplan as requested by the management team / home support worker team.
* To respond appropriately to telephone calls from people who use the service, carers or advocates.
* To input employee absences, both scheduled and unscheduled, on to the required systems as requested by the manager.
* To ensure the information held in IT systems used by REaCH are maintained, up to date and relevant to service provision and are an accurate reflection of individual requirements as directed by the management team.
* To maintain employee data in Staffplan, as directed by the management team.
* To immediately report, any faults identified with IT systems used by REaCH to SMBC ICT team/ Service provider.
* To liaise with the home support workers and managers about all relevant matters concerning packages of support.
* To receive comments or complaints about the delivery of packages of support and to refer them on as appropriate.
* To record and report undelivered service as reported by the individual, home support workers or other social care staff.
* To contribute to quality monitoring of the REaCH service.
* To develop and share skills and knowledge, and to undertake training as appropriate.
* To be flexible and work to a rota pattern as determined by the needs of the service.
* Responsible for the care and use of ICT equipment/software within the office as required carrying out day-to-day job-related activities.
* To be responsible for the timely ordering of stationery required documentation and PPI.
* To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
* To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below, as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* To follow set procedures and to contribute towards the development and improvement of established and emergent workflows.
* To order equipment, documentation and PPI using the council’s ordering system as requested by the manager.
* To have a clear and operational understanding of the established policies and procedure is relating to the REaCH service and an understanding of the overarching Stockport Council initiatives and drivers for developing and improving service delivery.

* To effectively utilise the technology available to deliver a consistently high standard of service.
* To resolve queries, seeking advice and support to deal with presenting system issues, acting and responding in a professional manner at all times.
* To understand and work within a developing service model, supporting the service to fully utilised the IT systems available.

To work to the Council’s values and behaviours by:

* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence.

Showing value and **respect** to our colleagues, partners and customers.