

Department:	Public Health
Job Title:	First Contact Plus Advisor
Grade:	7
Post Number:	
Service/Section:	First Contact Plus, Public Health
Base/Location:	County Hall
Responsible To:	First Contact Plus Senior Advisor
Responsible For:	None
Key Relationships/ Liaison with:	Directorate colleagues, Local Authority, NHS (including CCG and PCT cluster) and voluntary sector colleagues and other partners.

<p>Job Purpose</p> <p>The post holder's key role is to effectively support the Health and Wellbeing Advisers with the triage and referral of low level Health & Wellbeing Hub referrals and make quality referrals to multi-agency partners.</p> <p>In addition the outcomes of such referrals need to be entered onto the system in a timely manner to prevent reminders being sent out to partners.</p> <p>To receive phone calls from members of the public and partner agencies via the Crisis & Emergency support, advice & information help line and to deal with calls efficiently and effectively. Support with database system (data quality checks, password re-set for partners etc).</p> <p>Assistance will need to be given to the Hub Manager, Operations Manager and Partnership Manager as required and this may include; supplying of relevant case studies; performance data; assistance with publicity/training events.</p> <p>In order to ensure the future success of the service it is vital that the post holder is committed to the following:</p> <ul style="list-style-type: none"> • Providing the best possible quality of service for customers • Co-operation with and support for customers, managers and colleagues at all levels, ensuring that this is a priority • Flexible in taking on additional tasks • Willing to offer help and support to team members and others, including training where appropriate
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Main Duties and Responsibilities	
1.	To triage and process generic referrals received from a range of sources including self-referrals, referrals from Leicestershire County Council Colleagues and external partners, in a timely and accurate manner.
2.	To effectively manage risk by escalating cases as appropriate to either the FC Plus Senior Advisor or the relevant safeguarding team.
3.	Responsibility for giving brief opportunistic intervention in regards to a range of behaviours and undertaking follow ups measuring achievement of goals.
4.	To receive phone calls from members of the public and partner agencies for people in need of crisis support and signpost them in accordance with agreed guidelines. To make calls to individuals to follow up their cases after 6 and 12 weeks
5.	To contact service users referred to the scheme via the Customer Service Centre or other agencies with the intention of completing a referral via the telephone
6.	To be able to identify potential services available through the scheme which could assist vulnerable adults residing in Leicestershire
7.	To receive and input into the system outcomes of referrals made
8.	To track identified cases and to create case studies as required
9.	To work in a proactive manner by following the Health & Wellbeing Hub guidance and through own initiative. To resolve problems and where necessary escalate issues using set procedures. To demonstrate a positive and professional attitude at all times
10.	To accurately capture details of all customer enquiries received. To monitor, maintain and update customer records where appropriate. To assist in data cleansing exercises where appropriate
11.	To manage and maintain system support issues i.e requests from partners for password re-setting, issuing new passwords, undertaking data quality checks
12.	To take ownership for a number of referral pathways in order to gain the relevant knowledge to become the pathway expert in the team and to have responsibility for the website content related to those pathways.
13.	To undertake a range of administrative procedures required to resolve customer queries and complaints whilst ensuring that the Health & Wellbeing Hub process operates effectively
14.	To participate in customer satisfaction surveys through outbound telephone surveying and customer call backs
15.	To act as mentor buddy for colleagues, supporting new starters and covering other appropriate roles within the Health & Wellbeing Hub applicable to your grade. Through PDR and supervision to identify and agree, personal development roles
16.	To provide Business Support for the Health & Wellbeing Hub and to be flexible and innovative in taking on additional tasks, appropriate to the grade

Special Factors

- The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service
- Expenses will be paid in accordance with the Local Conditions of Service
- At all times respect the confidential nature of personal information, as well as conforming to the Data Protection Act
- To work within the relevant procedures and policies regarding safeguarding

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

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	Essential	Desirable	How assessed
<u>Qualifications</u>			
A) NVQ2 in Business Administration or equivalent relevant qualification Plus A) below	✓		App
OR			
B) Relevant experience in a customer facing environment in accordance with B) below	✓		App/Int
<u>Experience</u>			
• Experience of liaising with customers / clients using a variety of methods	✓		App/Int
• Demonstrating excellent customer care	✓		Int
• Experience of liaising with customers / clients using a variety of methods	✓		App/Int
• Working in a customer facing environment or people orientated role	✓		Int
• Experience of accurately capturing, storing and retrieving information to meet organisational and customer needs	✓		App/Int
<u>Knowledge</u>			
• Adult Social Care and community services		✓	App
<u>Skills and Competencies</u>			
• Excellent communication skills, both written and verbal	✓		Int/Test
• Well developed listening skills with the ability to take in a broad range of	✓		Int/Test

<ul style="list-style-type: none"> information • Able to capture, store and accurately retrieve information to meet customer needs • Computer literate – MS Office, databases • Customer Relationship Management systems 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> Int/Test Int/Test App/Int
<u>Attitude and Temperament</u>			
<ul style="list-style-type: none"> • Able to adapt to dealing with all kinds of customers in order to assist them adequately • Tactful and diplomatic • Able to deal skilfully with difficult customers • Ability to work as part of a team and to work with colleagues effectively 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> Int/Test Int Int Int/Test
<u>Other Requirements</u>			
<p>An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p>	<ul style="list-style-type: none"> ✓ ✓ 		<ul style="list-style-type: none"> App/Int Med

Key: App = Application Form Test = Test Int = Interview	Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)
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