**Job and Person Profile (JPP)**

|  |
| --- |
| **Job details** |
| **Job title** | Emergency Duty Service Coordinator  |
| **Job Reference** | 17339 |
| **Grade and Salary** | 4 – £27,711 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Emergency Duty Service, Customer First  |
| **Location** | Beacon House, Landmark Business Park, Ipswich, Suffolk, IP1 5PB – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
 |

|  |
| --- |
| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

|  |
| --- |
| **Main purpose of the job** |

The post holder will be the first point of contact for social care enquiries relating to Suffolk residents, including Adult services, Children and Young People’s services and Mental Health referrals. The post holder will be expected to manage across different contact channels (telephone, email, webchat) and multi-task while providing exceptional customer service in a pressurised target driven environment.

The post holder will be responsible for dealing with a wide range of people with a variety of queries and demands of differing complexity. Some contacts will be from vulnerable individuals and the post holder will be expected to use their skills and knowledge to support customers to achieve the best outcome, in line with Suffolk’s organisational values, drivers and operating models.

The post holder will be responsible for a seamless transition between day and night services enabling the Council to fulfil its statutory duties to vulnerable adults, children and families.

|  |
| --- |
| **About the team**  |

The Emergency Duty Service / Customer First is a multi-channel, 24-hour contact centre who act as the first point of contact for Social Care in Suffolk. We operate across Adult and Community Services, Children and Young People Services and Mental Health.

Key Relationships:
•Contact Centre Manager
•EDS Managers and Social Workers
•Team Leaders
•Social Care Referral Coordinators
•Business Improvement Manager
•Social work service teams and colleagues
•Initial Response team
•MASH
•Members of the public
•Partner organisations (health providers, Police, Education, District and Borough Council colleagues, domiciliary care providers and Voluntary and Private sectors).

|  |
| --- |
| **What you will be expected to deliver in the role** |

* Act as the first port of call for the public - relating to children and families, vulnerable adults & mental health concerns - and professionals in accessing social care services both in and out of hours.
* Communicate effectively with customers by demonstrating listening skills and using appropriate questioning techniques to promptly and accurately identify the reason for the customer contacting social care.
* To maintain effective use of customer information systems and databases to ensure high quality and accurate recording and data quality.
* Working quickly and effectively to ensure information is passed to the appropriate team or worker as soon as possible.
* Use of computer for a wide range of database work and use of email system.
* Apply guidance on information sharing, obtaining consent and confidentiality issues.
* Escalate evidence of ineffective work practises to management team.
* Use initiative to solve problems whilst following policy guidelines.

* Provide accurate and effective advice and guidance to customers on the interpretation of agreements/directives/policies/procedures, always seeking clarification where unsure in order to provide accurate advice.
* Assist in the smooth operation of the service by assisting others in resolving customer issues when required.
* Build and maintain positive working relationships with a broad range of internal and external staff.
* Promote use of internet to customers to enable them to access and request relevant information and services at a time convenient to them.
* Provide ideas and advice to other team members and management to improve customer service and the delivery of services.
* Use own initiative to keep up to date, learning and using knowledge of new and changing operating systems, policies, processes, and IT systems to continually improve the quality of service and advice given.
* Regularly update system information and details to ensure database accuracy.
* Provide support to the team by working a range of shifts throughout the week (Monday – Sunday both daytime and out of hours).
* Train new colleagues on the job and act as a mentor as required.
* Work as part of a team to achieve shared objectives and targets.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

|  |
| --- |
| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Good level of literacy and numeracy skills.
2. Evidence of continued professional development.
3. Relevant compute literacy (Explorer, Chrome, Word, Excel, Outlook)

**Values and personal qualities**

1. Ability to communicate with customers who may be vulnerable, emotional or under stress in a clear tactful manner, show empathy and resolve conflict effectively.
2. Ability to handle stressful situations.
3. Ability to listen and question effectively to gather appropriate information to resolve customer queries effectively.
4. Ability to communicate openly and factually over the telephone and in writing.
5. Ability to record information clearly and concisely.
6. Ability to work collaboratively as part of a team to achieve agreed outcomes and support one another.
7. Flexible and open to change with the ability to adjust behaviour to adapt to new processes, systems responsibilities or working environment.
8. Ability to remain calm under pressure.
9. Ability to carry out repetitive tasks whilst maintaining excellent attention to detail and maintaining excellent customer service at all times.
10. Ability to demonstrate resilience and be able to deal with confrontational situations without face to face contact
11. Excellent organisational and time management skills and the ability to prioritise work to achieve deadlines and team objectives.
12. It is essential that you can speak fluent English as per Sections 77 to 84 of the 2016 Immigration Act.
13. Commitment to safeguarding and promoting the welfare of children, young people & vulnerable adults.

**Specialist knowledge skills and experience**

1. Good keyboard skills and the ability to listen and enter data simultaneously into various databases.
2. Understanding and practice of the principles of excellent customer service.
3. Ability to problem solve and define a problem systematically and makes sense of information by organising it efficiently.
4. Demonstrable understanding of data protection & safeguarding legislation.
5. Takes the initiative to find information from other sources that are useful to the existing problem or situation.
6. Diligent case recording and record keeping skills
7. Ability to clarify tasks and prioritise work to achieve deadlines.
8. Ability to make decisions in pressurised situations.
9. Ability to understand and interpret policies, procedures, and relevant legislation.
10. Basic knowledge of any national government legislation, regulations or guidelines which may impact service delivery.

**Additional requirements**

1. Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.
2. Commitment to improving service reputation through learning from and implementing client and other professional feedback
3. Post-holder may have to travel to different locations across the County.
4. Willingness to develop knowledge and skills with training.
5. Shift working is a requirement of the role with the expectation that you will be flexible around changing shifts to ensure front line service is not affected (Customer First is a 24 hour service and therefore you may be required to work a range of shifts throughout the week).

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

|  |
| --- |
| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

|  |
| --- |
| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

|  |
| --- |
| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

|  |
| --- |
| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.