

Job Description

Position Details

Position:	Duty Planner
Directorate:	Communities and Adult Services
Service:	Adult
Position no:	BG09776 and BG18144
Grade:	5
Hours of work:	22 hours x2 posts
Work style:	Service Based Worker
DBS required:	Enhanced Disclosure
Contact:	Gemma Morgan
Date:	September 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Senior Duty Planner

Responsible for: To effectively cover and plan rotas by efficiently deploying staff in order to meet the assessed needs of Service Users.
To provide consistent advice, guidance and support to Service Users, staff and all stakeholders involved in care packages.
To effectively and efficiently provide administrative support within the department

Principal Accountabilities

1. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
2. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
3. To use IT programmes to schedule Carers work effectively and efficiently making the best use of resources in order to meet Service User's assessed needs.
4. Use IT programmes to ensure that all calls are attended as scheduled (verifying)
5. To use IT programmes to put on new packages or to amend existing packages of care in line with guidance.
6. To screen referrals and assess whether to accept then using the agreed criteria
7. To utilise IT programmes in line with departmental guidance e.g. end of shift hand over / entering correct codes for absence etc

8. To ensure information in IT programmes is accurate so that 1) accurate reports and data can be extracted, 2) individuals are charged appropriately
9. To ensure that all rotas and calls are covered (to include covering of annual leave, training and sickness)
10. To authorise annual leave in line with guidance (to update IT programmes and leave record)
11. To be aware of budgetary constraints of the service, ensuring effective use of all resources
12. To have sufficient competence with IT skills to complete and maintain computerised records.
13. To competently utilise the IT systems in place, WCCIS and Microsoft applications in order to capture all aspects required for data collection, performance management and compliance with CIW Regulations and Standards.
14. To be able to set up new phones and advise carers on how to use their work phone. Be able to write NCT tags for service user
15. Liaise effectively with all key stakeholders and partners involved with the department e.g. Contract & Commissioning, IAA, DN, Social Workers, GP, WAST, hospitals, families and service users etc
16. To contact GP / DN to chase or order medication or to request a home visit
17. To complete service user questionnaires when individuals exit the service
18. To undertake administrative tasks within the department, including filing and archiving, making up files for staff and service users, photocopying, minute taking, stock taking and ordering, ID card requests, training nominations, maintain training matrix, maintain DASH spreadsheet, putting QA's on for training / meetings, staff file audits, keeping Carefree information up to date etc
19. Share departmental or organisational information with staff via IT programmes
20. To arrange shadow shifts for new starters
21. To work as part of a team, including covering a duty rota which will include out of office hours working i.e. evenings and weekends
22. To support staff with Social Care Wales, DBS applications
23. To open / close the building as required
24. To respond and adapt to ever changing priorities within the department
25. To maintain a good working knowledge of service provision throughout the Authority
26. To participate in the evaluation of service performance – own Home Care Department.
27. To take part in supervision, appraisal and team meetings.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
NVQ Level 3 in Administration or Care or Equivalent level of qualifications in either administration or Care	E	A
IT Qualification e.g. ECDL, Clait Plus; relevant Database/Spreadsheet Qualification	D	A
Experience		
Previous relevant experience of working within a social care, health or administrative setting	E	A,I
Experience of using IT systems to support, organise and monitor workload management – in particular use of databases and excel	E	A,I
Experience of working with other agencies, both public and private	E	A,I
Knowledge / Skills		
Knowledge and Understanding of CIW Regulations and Standards	E	A
Ability to communicate effectively both verbally and in writing	E	A,I,PP
Ability to work in a pressurised environment which includes being organised and methodical	E	A,I,PP
Ability to constantly review priorities	E	I
Have a flexible approach to duties	E	I,PP
Ability to work on own initiative and as part of a team	E	A,I,PP
Knowledge of how a Home Care Department Operates	D	A,I
Possess good customer service skills	D	A,I,PP
Understand the need for confidentiality	E	A,I,PP
Personal Attributes		
Organised	E	A,PP
Excellent communication	E	A,I
Special Working Conditions / Requirements		
Hold a valid full driving licence and have use of a car for work purposes	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	P
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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