JOB DESCRIPTION	
Job Title	Single Point of Access Officer
Portfolio	Integrated Services
Reports to	SPOA Team Manager
Location	Ty Dewi Sant, Ewloe, Flintshire
Job Reference/ID Number	

Job Purpose

The purpose of the role is to provide information, advice and assistance, in line with the Social Services and Well-being (Wales) Act 2014. The SPOA officer will establish What Matters to the person (including as a carer) in relation to their own situation and wellbeing and will explore solutions available. This will include support available from the person's own family and community.

The Single Point of Access (SPOA) is the first point of contact for new referrals into Flintshire Adult Social Services and BCUHB Community Resource Team (CRT). SPOA officers gather information from professionals and members of the public, and where appropriate will develop a What Matters document, setting out the outcomes the person is hoping to achieve. The SPOA team provide information, advice and assistance as needed, and where the SPOA officer cannot resolve the caller's query at the "front door", they will either direct the person towards other agencies or will make a referral to colleagues from the voluntary sector (Flintshire Local Volunteer Council) or to one of the other Social Services teams. The Social Services and Wellbeing (Wales) Act 2014 sets out our responsibility to determine eligibility to statutory services, for carers as well as for people who need practical support.

Principal Accountabilities

1. Working in a confidential environment the post holder has the autonomy to provide assistance and daily information through the medium of both Welsh and English. The post holder will work to resolve new enquiries, and requests for services in respect of all social service departments, services and partner organisations including North Wales Police, Welsh Ambulance service Health and other professionals.

2. The post holder has the autonomy to make decisions within established protocols and with the oversight of management in a very supportive but demanding customer services environment, responding to complex personal situations and I identifying social care needs.

3. The post holder is responsible for recording proportionate information and maintaining sensitive records. These will ensure that accurate and up to date information is available for appropriate referrals to be made and will enable service demands to be measured and monitored, facilitating service development and planning.

4. The post holder is responsible for conducting a strengths-based conversation with each caller to assess needs and their ability to maintain physical and emotional well-being and functional independence. The post holder will provide reliable and relevant information and advice to enable individuals to maintain their own wellbeing where possible, only referring on cases that cannot be resolved at first point of contact.

5. Based upon the information gathered and their own judgements the post holder then advises citizens on the best way to meet the identified outcomes. These conversations may require tact and diplomacy, for example informing citizens that their outcomes can be met by an agency external to Social Services.

6. The post holder is responsible for liaising with adult services teams, coordinating arrangements when an urgent response such as a duty response is needed. The team take calls from vulnerable people who may be in a crisis, and it is important to provide appropriate signposting including accessing emergency services.

7. The postholder is expected to comply with Council policies and procedures, taking responsibility for their own actions and suggesting ways of making improvements and taking the initiative to solve problems.

8. The post holder is responsible for providing an excellent citizen focussed experience through the application of customer care standards, in accordance with the Council's Customer Services Strategy. The person would need to have excellent communication skills, listening to others and being respectful and building positive relationships with other teams. To provide the best service to individuals by being polite, helpful, treating people with respect and dignity and ensuring that people can have an equal service through the medium of Welsh if they choose.

9. The post holder is responsible for ensuring information provided to individuals is up to date and updating stored data and sharing this information with colleagues.

10. The post holder is responsible for undertaking any other duties commensurate with the post.

Supervision/Management of People
None
Employment Checks/Specific Requirement i.e. DBS
No DBS is required
Special Working Conditions

Person Specification		
The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.		
Academic/ Professional Qualification	**Essential / Desirable**	**How this will be assessed?**
QCF Level 4 in Health and Social Care Information Advice and Guidance City in Guilds Level 3 and 4 (IAG)	Desirable Desirable	Application/Interview Willingness to work towards this Qualification
Knowledge and Experience		
- A high level of creativity, innovative thinking, problem solving and exploration to identify and highlight areas of possible risk and vulnerability and to offer guidance, advice, information and signposting - A working knowledge of the Directorate's - A knowledge of the function of agencies and voluntary groups with whom the Directorate works - - Welsh speaker or commitment to learn Welsh	Desirable	Application/Interview

functions and legislation - Good administrative skills - Ability to understand and to work to department systems. - Systematic approach to work. - Competence to learn and apply the policies and practices within which the Directorate works. - To work well as a member of a team - To communicate effectively in a professional manner with members of the public both on the telephone and face to face. - Ability to work under pressure				
Skills				
Flintshire County Council Core Behavioral Competencies			**Essential**	**How this will be assessed?**
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.			Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.			Essential	Application/Interview
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.			Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.			Essential	Application/Interview

Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview
Welsh Language The ability to speak welsh	Desirable	Application/Interview