JOB DESCRIPTION

Job Title: Contact Centre Advisor SWS		**Ref No:**	**JE Ref:** G608
Department: Enabling and Customer Services	**Band:** 5	**Location:** Dumfries and Galloway	
Responsible To:	Social Work Access Team Supervisor		
Responsible For:	N/A		
Job Purpose:	Provide a high quality, direct service to the public and assist them in their dealings with the Council and other associated organisations Handle incoming calls for Social Work Services and promote a culture of placing quality customer service at the forefront of Dumfries and Galloway Council		
Main Responsibilities:	• Assist with the continued development of the SW Access Team and promote positive outcomes for individuals • Act as first point of contact for Social Work Services • Maintain a consistent approach and delivery to all contact with Social Work whilst ensuring an excellent customer experience every time • To be pro-active in fully completing the customer enquiry including any follow-up action required • Ensure quality standards and effective customer care are maintained across all current and future SWS customer contact channels of communication; telephone calls, e-mail, social media, and tellytalk • Whilst prioritising in-coming calls, to also manage and respond to enquiries via the SWS Mailbox		
Job Activities:	1. Liaise with Social Work colleagues and other partner providers to ensure that service users are signposted to the most effective pathway 2. Develop and foster good working relationships with a range of Partners, Providers, Service Users and their families 3. Promote public understanding of services provided by Social Work 4. Establish and continuously develop effective engagement between the Service and other Departments, external agencies and all other stakeholders by promoting and developing intra-departmental working pratices and arrangements 5. Contribute to the development of the SW Access Team 6. Maintain the integrity of data within MOSAIC and update as required 7. Be responsible for identified specialist activities required by the location of the post and services provided at the location of the post		

	8. Ensure that systems are maintained in accordance with departmental guidance to enable accurate reporting and analysis 9. Undertake administrative related tasks as idenitifed 10. Ensure the Access Team procedures and standards are observed in line with the Services procedures and guidelines 11. Be responsible for routine health and safety tasks as identified 12. Undertake training as required, and is necessary to meet the requirements of the post 13. Undertake and reasonable duties which may arise from the operation of the SW Access Team ***The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.***
Performance Management	• To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.
Prepared by:	**Angela Paterson** — **Date: 25/06/2015**

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