



Community Access Advisor

JE Code: JE2491



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | ASC |
| **Reports To:** | Access |
| **Job Family:** | Care and Welfare |
| **Grade:** | E |
| **Political Restricted:** | N |
| **Date:** | February 2023 |

**Key Deliverables**

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| **1.** | To work as a key member of the Access to Adult Social Care team providing comprehensive information and advice to customers. Using the three conversations model develop highly personal conversations and innovative solutions to resolve and support customers, in line with the Care Act legislation Information and advice. |
| **2.** | To gain an understanding of what is important tothe person, their families, carers and support them to make connections and build relationships. Identify their interests, needs, strengths, aspirations, and resources using a wide and diverse specialist knowledge base to provide options and positive outcomes to support them to live as independently as possible. Inform, guide customer throughout the initial process and the outcomes that may arise. |
| **3.** | Provide information, advice, and signposting by connecting with local resources and explore innovative solutions for prevention strategies. Complete referrals to internal and external organisations via telephone or written communication and on occasion, the need may arise for face-to-face interaction with organisations. Research, share and maintain information regarding community services. |
| **4.** | To maintain accurate records while ensuring an adherence to data protection and confidentiality statements. To capture and analyse the information to ensure that all conversations are recorded and managed in an effective and timely manner. |
| **5.** | To recognise and manage potentially emotional, stressful and complex situations in relation to callers, where there may be barriers to communication, including those who exhibit signs of confusion, aggression, distress, or violence. |
| **6.** | Manage workflows and take responsibility for producing work within agreed time frames, whilst responding promptly to information, using initiative, and identifying and evaluating risk and escalating it where appropriate. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Ability to deal sensitively with emotional situations and use strength based focussed responses to talk to people in need, distress and at heightened emotional levels and reduce anxiety. |  |
| **2.** | Knowledge of local resources, preventative services, and community-based support services. |  |
| **3.** | Excellent organisational and administrative skills. To be highly IT literate with applications such as Microsoft Word, Excel and Outlook. |  |
| **4.** | Sound interpersonal skills, verbal and written communication including the ability to write coherently and interpret information. |  |
| **5.** | Experience of office and administrative work and managing enquiries from a wide range of people including professionals from other agencies, members of the public and clients and their families. |  |





Job Family

Care & Welfare

Grade E

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings, assessing their health, welfare and personal development needs on an ongoing basis. They also devise and deliver activities, personal care and diagnostic assessments in the context of wider team responsibilities.

Job holders will work within strict procedural guidelines to ensure the health and welfare of vulnerable clients and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

### The knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may well be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

### Thinking, planning and communication

Working with vulnerable children and adults presents a number of challenges including the need to swiftly and accurately assess their situation, understand their immediate welfare needs, and identify appropriate responses. A range of problems will present themselves, demanding of an equally wide range of solutions, although these will be drawn from established practice and operational guidelines.

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

Responding to day to day issues and individual needs will see job holders use their initiative to deliver optimum outcomes for those under their care. Although operating under clear general rules and guidelines, there will be a need to make personal judgements in relation to unexpected issues which will inevitably arise.

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries, job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

### Areas of responsibility

Job holders are responsible for the accurate and timely assessment of service user needs and the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, it is inevitable that many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.