

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support - SS&W
POST:	Adult Social Care Network & Short-Term Services Support Officer
GRADE OF POST:	Grade 06
RESPONSIBLE TO:	Business Support Team Leader – Adult Social Care Operational Teams

JOB PURPOSE:

Provide direct administrative support to a range of professionals including Social Workers in the Integrated Community Network Teams and Early Intervention & Prevention Team and Hospital Social Work team for Adult Social Care.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Processing of service and other related documentation. Updating and validating the relevant Social Care Service database and systems (WCCIS, Information at Work) as required. Assist in the future development of social care systems and databases to ensure records are retained accurately and in compliance with the GDPR.
- To liaise and be the key point of contact with professional staff in other parts of the Directorate, other agencies (including health, hospital and other health and social care settings), independent providers (residential and nursing homes and domiciliary care providers), together with members of the public and their families. Some of these discussions will be sensitive and will require professionalism and empathy.
- To co-ordinate and effectively support professional staff in information sharing between key relevant partners and organisations.
- Processing a range of weekly electronic returns from providers and other agencies to ensure accurate performance information regarding residential/nursing homes and domiciliary packages of care. This will also be key in ensuring independent providers are paid promptly and local authority recharging processes can be maintained.
- Updating the electronic filing system e.g., Information@Work to ensure individuals case records are accurately maintained.
- Assisting Social Work practitioners, and other professionals, including those in partner agencies who work in multi-agency teams, to ensure they are supported in their use of social care administrative systems. This includes providing advice and

support on the use of WCCIS and monitoring and ensuring the integrity of the WCCIS database.

- To support the Social Worker with the undertaking of protection of properties in accordance with associated legislation and procedures.
- To arrange, support and minute take at highly sensitive and complex multi-agency service meetings as required. This will cover a range of complex meetings in relation to individuals, and members of the family and individual may be present.

This post is based in service delivery settings and is a support role to professionals therefore attendance in the office is required to meet the needs of the service. Occasional working from home will be permitted.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Adult Social Care Network & Short-Term Services Support Officer

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> A good standard of education to QCF level 3 or an ability to demonstrate competence through experience. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using ICT systems including Microsoft Office. An understanding of the importance of customer care. Experience of working in an office environment. An understanding of administrative processes and information systems. Knowledge of GDPR and how this relates to the production and circulation of sensitive information. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Ability to communicate clearly and effectively, work as part of a team and form constructive working relationships with colleagues. Ability to demonstrate good organisational skills and work flexibly and proactively. Good attention to detail and an ability to work logically and methodically. An ability to take minutes or a willingness to learn this task. The ability to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.