



Job description	
Job title	Customer Services Advisor [KAT]
Grade	F
Directorate	Adult Social Care
Section/team	First Response Team
Accountable to	Senior First Response Officer
Responsible for	
Date reviewed	February 2021

Purpose of the Job

To provide information, advice to those contacting Adult Social Care. To support assessment and care management in completing simple needs based assessments by effective information gathering by telephone. To provide a triaging process to identify those people who have care and support needs using care act eligibility and to be able to signpost where appropriate to community based resources.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Interview telephone callers to accurately ascertain requirements.
2. Identify if callers are already known to Adult Social Care through electronic records.
3. Demonstrate good customer care skills
4. Provide information and advice about services available from Adult Social Care and partner agencies including appropriate referrals elsewhere.
5. Ensure that all appropriate methods are used to facilitate accurate and timely resolution of enquiries including arrangements on behalf of callers.
6. Provide information and advice about community-based services using electronic database.
7. Determine type and priority of call by gathering accurate information from the person and other involved organisations.
8. Ensure accurate referral/escalation of contacts to service areas/teams with thorough information provided.



9. Accurately record electronically all details gathered and ensure information already gathered is accurate and up to date.
10. Liaise with internal and external organisations as appropriate.
11. Demonstrate through knowledge an understanding of the Care Act.
12. Ability to use all systems and tools required for the role.
13. Comply with legislative and statutory requirements.
14. Assist in the updating of information held by the team.
15. Support the implementation of updated systems and processes.
16. To undertake training as identified and required.
17. To uphold equality and diversity in employment, advice and service delivery.
18. Assist in the review and updating of procedures and information within the team.
19. Demonstrate thorough knowledge of all service areas supported by the team and the ability to use this to support colleagues.
20. Assist in making decisions to ensure the operational needs of the team are met.
21. Be proactive in identifying improvements in working practices.

Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.



Knowsley Council

- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.