

# Job Profile

---

## Referral Taker

Grade: 5

Date created: July 2017

Date reviewed: July 2021

### About the Job

To provide comprehensive, holistic information, liaise with partner agencies, take referrals and be the first point of contact for an Adults Social Care Locality Team – Referral Centre.

### This is what we need you to do...

- Accountable for the detailed identification of issues and needs presented by new contacts, existing service users and carers, third parties, other Health & Social Care professionals, partner agencies and the general public. To receive and record health & social care referrals for all appropriate customers.
- Respond holistically and appropriately to identified issues and complex needs through identifying and providing accurate high quality information, creating referrals of appropriate urgency for the relevant teams and/or redirecting enquiries as appropriate.
- To be a case facilitator and provide a triage service where necessary.
- Identify potential risk and escalate as appropriate, seeking advice from professionals and ensuring the smooth passage of the customer through the wider department.
- Engage the customers in a friendly, courteous, prompt and appropriate manner using excellent communication skills and ensuring delivery of high quality customer service at all times.
- Respond flexibly and consistently to changing priorities, ensuring that customer's needs are met whilst delivering a service which meets targets and key performance indicators for the team.
- Comply with the department's procedures and statutory duties. Initiating clarification when these are unclear.
- Assessing and accurately maintaining electronic client records ensuring compliance with Data Protection requirements for the

### Special Conditions

- Some positions will be subject to an enhanced DBS disclosure

### Principal Contacts

- Service users, relatives, members of the public, other Health and Social Care professionals.
- Staff and managers from both GCC and GCS
- Partner organisations
- Charitable organisations, non-executive directors, Trustees and boards or equivalent

department and other partner agencies.

## **The ideal candidate will have...**

### **Experience**

- Experience of providing information to members of the public, professionals and stakeholders using telephone and active listening techniques.
- Experience of working within a customer service, health or social care environment, or complex statutory organisation.
- Experience of using a range of IT systems within the workplace.
- Experience of working effectively with people who are distressed/confused/angry etc.
- Experience of working under pressure, dealing with positively with stressful situations.
- Experience of multi-agency working

### **Knowledge, Skills and Understanding**

- Excellent typing and general IT Skills, with experience of using Microsoft packages e.g. Microsoft Word, Excel, Outlook etc.
- Knowledge of appropriate systems e.g. Liquid Logic, ContrOCC, SAP
- Excellent telephone skills and telephone manner
- Accurate retrieval of information from databases

### **Behavioural attributes**

- Demonstrates Gloucestershire Employee Behaviours.
- Maintains a professional and approachable manner; to deliver valued customer service
- Excellent customer service skills
- Excellent communication skills both written and verbal
- Confident to work as part of a team with support from manager or supervisor.
- Enthusiastic, self-motivated team worker
- Able to organise own workload
- Commitment to team working across the service area
- Committed to continual self-development and a willingness to participate in training.

### **Education & Qualifications**

#### **Essential**

- Educated to GCSE Level English and Mathematics 9-4 (or equivalent)
- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.