

## Social Care Call Handler Role Profile

### Overview

As a Social Care Call Handler, you will play a vital role in the Argyll & Bute Social Work Emergency Service.

You will respond to all incoming calls to the Social Work Emergency Service which operates outside of office hours and respond appropriately to referrals relating to vulnerable adults, older people, children and young people at risk across Argyll and Bute. This role operates outside of core hours, working evenings, weekends and public holidays.

Throughout this role, you will demonstrate and promote Carr Gomm's values of *Choice, Control, Interdependence, Respect, Openness & Honesty, Kindness & Compassion*.

### Responsibilities

Reporting to your Service Manager, the Social Care Call Handler is a responsive and reactive role. Whilst the main responsibility is to respond to incoming calls to the Social Work Emergency Service, you will also be expected to contribute to general administrative tasks in line with the role to ensure the service runs smoothly and efficiently.

Success in this role includes:

- Receiving and managing calls, respond appropriately to screen calls, to provide an emergency service to support and protect vulnerable adults, older people, children and young people outside core working hours, with the support when required of a on call duty social worker.
- You will follow up these calls providing notification to the appropriate Social Work Team.
- Adult and Child Protection, maintaining an accurate record of the conversation to ensure there is sufficient information to make an informed decision
- Providing accurate information to the public
- Contribution to the development of policies and procedures to improve the service
- Contribution to the weekly reports, including details of referrals, response times and outcomes
- Communicate effectively and efficiency both internally within Carr Gomm, and to external organisations within community, commercial, voluntary and statutory sectors.
- Keeping up to date with changing policies and procedures in line with a Social Care Call Handler
- Assisting with general administrative tasks
- Actively participate in your development and continuous learning

This list is by no means exhaustive but gives a flavour of the responsibilities undertaken by Social Care Call Handlers. This role is dynamic which requires flexibility with daily duties.

### What makes a great Social Care Call Handler?

Successful Social Care Call Handlers come from different backgrounds and have a range of experiences, but all share our values of respect, interdependence, choice, control, openness and honesty. In our eyes, the best Social Care Call Handlers are warm, open, honest, resilient, respectful, patient, positive, empathetic, problem-solvers and have an excellent understanding of confidentiality. You will have a general understanding of the Health and Social Care sector. You will have great communication and interpersonal skills.

### Your benefits will include:

- A salary of £13.54 per hour
- A comprehensive induction, continual professional development and career progression
- Opportunities
- Full rate paid for any travel we require you to do while at work plus travel expenses reimbursed
- Recommend a Friend Scheme (T&Cs apply)
- Annual Leave Entitlement
- A Defined Contribution pension scheme, with incremental employer contributions