

Job description

Job title: Case Support Co-ordinator
Grade: Dorset Grade 5
Job evaluation reference: HS457
Job family: Business Policy and Administration

Purpose and impact

1. Through close partnership working with community-based staff provide effective administrative and co-ordination services to support team members deliver assessment; support planning and reviews with the aim of enabling people to live health and independent lives for as long as possible.

Key responsibilities

1. To undertake diary management for allocated team members supporting the assessment, support planning and review process.
 2. To ensure the co-ordination of case referrals pre-allocation, making sure these are brought to the attention of community-based staff and Area Practice Managers as required.
 3. To carry out the co-ordination of review management i.e. forward planning and collation of relevant information.
 4. Make arrangements for appointments and meetings, including customer appointments, team meetings and 1 to 1 sessions.
 5. To undertake call handling dealing with case related queries which do not require assessor intervention i.e. signposting or resolving day to day queries and issues within agreed boundaries.
 6. To manage and record customer and team requests for equipment including liaison with Dorset Accessible Homes Service and other partners.
 7. To deal with correspondence including word processing and drafting and sending straightforward correspondence on behalf of team members and managers
 8. To be responsible for system input and integrity of data e.g. AIS package input, input into joint health and social care systems, case record updates and referrals where appropriate.
 9. To act as a central point of liaison with central services on case issues, resolving straightforward issues where possible e.g. AAT, complaints, central review team, brokerage, finance, welfare benefits).
 10. To provide administrative support for a range of internal and external processes e.g. completion of Section 117 and Continuing Health care Applications.
 11. To manage the administration of case closures.
 12. To enable and promote self-service for team members to access regular statistical performance and budgetary monitoring information.
 13. To undertake the collation of management information as required to contribute to performance monitoring.
 14. To assist managers with recruitment administration, co-ordination and correspondence
 15. To take notes of specific meetings i.e. safeguarding, best interest, complaints and High Risk Multi-Disciplinary Team case discussions.
 16. To undertake Invoice/procurement handling and monitor progress.
- Any other comparable duties as required



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Senior Case Support Co-ordinator

Responsibility for: Assist with work familiarisation and induction support to other team members or students.

Other factors

17. Little or no responsibility for physical or financial resources. Accountability for data use and manipulation.
18. Primarily office based

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. RSA Stage II in word processing/typing or ECDL (standard level), or equivalent qualification, or evidence of equivalent skill level.	Application form
2. Four GCSEs at grade C or above including Maths and English, or evidence of equivalent standard.	Application form
Experience	
3. Experience of working in a busy office environment, with wide-ranging and relevant administration skills	Application form Interview Assessment
4. Experience of working in direct contact with people/dealing with members of the public (face to face and on the telephone)	Application form Interview Assessment
5. Experience of working in an environment where the maintenance of confidentiality is essential	Application form Interview Assessment
Knowledge	
6. Knowledge of computer software packages including Windows, Microsoft Word, Power point and Excel.	Application form Interview Assessment
Skills and abilities	
7. Good understanding and use of written and spoken English and grammar.	Interview Assessment References
8. Basic knowledge of the needs of customers with a mental or physical disability.	Interview Assessment References
9. High degree of computer literacy, with a minimum typing speed of 45 wpm.	Interview Assessment References
10. Good organisational skills with the ability to efficiently prioritise, multi-task and forward plan work and support team members to efficiently manage workload and tasks.	Interview Assessment References
11. Ability to understand and consistently follow complex procedures, processes and standards.	Interview Assessment References
12. Ability to consistently produce accurate work to a professional standard with attention to detail.	
13. Good communication skills.	



14. Good customer care skills.	
15. Ability to use own initiative.	
16. Ability to take notes at meetings.	
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment
19. Accountability	Interview Assessment
20. Openness	Interview Assessment
21. Curiosity	Interview Assessment
Other	
22. Confidence in dealing with people.	
23. Hard working and able to work calmly under pressure.	
24. A flexible and adaptable approach to work.	
25. Tactful and discreet.	
26. Self motivated to consistently produce an excellent support service.	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
27. RSA Stage III in word processing/typing or Word Advanced (ECDL) or equivalent qualification.	Application form
28. Advanced ECDL in word processing.	Application form
29. NVQ II in Customer Care.	Application form
30. NVQ II in Business and Administration.	
Experience	
31.	Application form Interview Assessment
Knowledge	
32. Knowledge of services provided by Dorset Council.	Application form Interview Assessment
Skills and abilities	
33.	Interview Assessment References
Other	



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Approval

Manager's job title: CSDMs

Date: September 2015

