



Job Description

Job Title:	SPOC Advisor
Job Grade:	A2
Reports to:	TBC
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	Service users, family members, colleagues and external partners.

Workplace values

The post holder will be expected to live our workplace values which are:

- Honest: we are open and realistic, building trusted relationships in which we challenge, collaborate and change.
- Committed: we are passionate about being the best that we can be, and we do this by keeping people at the heart of everything that we do.
- Inventive: we are ambitious, drawing together skills and resources to innovate and adapt in determined pursuit of our mission.

Job Purpose

To provide an efficient and effective response to all who contact your service including professionals, service users, family members or carers.



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Key accountabilities:

1.	Manage all calls coming into the service, responding in an efficient and calm manner and directing the clients and professionals to the most appropriate staff. This may involve screening enquiries, prescribing queries, booking appointments via electronic diary management and connecting the callers through to other staff.
2.	Complete assessments as/when required which may involve working face to face with the public and those who access the service.
3.	Gather accurate information from individuals contacting the SPOC using excellent communication skills in order to direct them to the correct element of the service.
5.	Maintain accurate and appropriate records in accordance with the organisations confidentiality policy.
6.	Ensure that essential information is supplied within the required deadlines to the appropriate authorities, adhering to the company's confidentiality requirements.
7.	Communicate effectively within the team, workplace, the organisation and with other agencies (including positively contributing to team meetings).
8.	Work as a multi-disciplinary team working to achieve a range of outcomes.
9.	Work within established care pathways and referral procedures.
10.	Continuously review and implement own personal development plan with support from line manager.
11.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required .



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12.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
13.	Keep abreast of policy and professional development within your area of professional expertise.
14.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 Health and Social Care or above or equivalent	D
GCSE Maths and English (or equivalent)	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Excellent communication and telephone skills	E
Knowledge/ Previous Experience	Essential or Desirable
Ability to work with disadvantaged/vulnerable people	E
Ability to deal with a range of queries from service users, professionals, family members and carers	E
Knowledge and understanding of the issues facing people who misuse substances	E
Understanding of and ability to implement risk assessments	E
Ability to keep effective records including documenting relevant information onto a management information system	E
Understanding of safeguarding issues for children and vulnerable adults	E



Person Specification

Demonstrate a understanding and have commitment to the principles of equality and diversity	E
Employ a mature, sympathetic, non-judgemental attitude towards Service Users and their family	E
Ability to respond to a range of calls,including high risk and those in crisis	E
Knowledge and understanding of harm reduction	D
Experience in using Systmone database	D
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opprtunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as



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	meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.