



Job Description

Job Title	SPOC Advisor/Worker
Function	Service Delivery
Reports to	Lead Practitioner/Team Manager/Team Leader/Service Manager
Direct Reports	None
Grade/Job Evaluation Level	Core – Support
Salary Banding	Individual Contributor B
Created/Reviewed date	May 2026

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Purpose of the Role

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

Accountabilities

(List of accountabilities specific to this role)

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 to direct them to the correct element of the service.
4. Maintain accurate and appropriate records in accordance with the organisations confidentiality policy.
5. Ensure that essential information is supplied within the required deadlines to the appropriate authorities, adhering to the company's confidentiality requirements.
6. Communicate effectively within the team, workplace, the organisation and with other agencies (including positively contributing to team meetings).
7. Work as a multi-disciplinary team working to achieve a range of outcomes.
8. Work within established care pathways and referral procedures.
9. Continuously review and implement own personal development plan with support from line manager.
10. Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
11. Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
12. Keep abreast of policy and professional development within your area of professional expertise.

13. To promote, adhere to and live our workplace values.

Values and Competencies

Our Values

- **Kindness**
- **Courage**
- **Respect**

Our Competencies

- Lead and Inspire - Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities.
- 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 Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as 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.

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Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 Health and Social Care or above or equivalent	Desirable
GCSE Maths and English (or equivalent)	Essential

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	Essential
Excellent communication and telephone skills	Essential

Experience	Essential or Desirable
Ability to work with disadvantaged/vulnerable people	Essential
Ability to deal with a range of queries from service users, professionals, family members and carers	Essential
Knowledge and understanding of the issues facing people who misuse substances	Essential
Understanding of and ability to implement risk assessments	Essential
Ability to keep effective records including documenting relevant information onto a management information system	Essential

Understanding of safeguarding issues for children and vulnerable adults	Essential
Employ a mature, sympathetic, non-judgemental attitude towards Service Users and their family	Essential
Ability to respond to a range of calls, including high risk and those in crisis	Essential
Knowledge and understanding of harm reduction	Desirable
Experience in using Systmone database	Desirable