



<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Client Contact Coordinator
<b>NJC Scale Point:</b>	NJC Pt 9 – 19 (£20,903 - £25,481) depending on experience, pro rata for part time roles
<b>Hours:</b>	18.75 hours per week and such additional hours as are required by the business from time to time.
<b>Annual Leave:</b>	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
<b>Location:</b>	Central Bristol and any other location reasonably requested by the organisation.
<b>Pension:</b>	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
<b>Accountable to:</b>	Client Contact Team Leader

### **Principle Purpose of the Job**

Working within DHI's Bristol Community Recovery Service, the aim of the role is to provide a pivotal entry point to the wider treatment system for drug and alcohol users in Bristol, ensuring an efficient and welcoming response for all service users. Client Contact Coordinators are also responsible for all follow up administration and inputting and updating information in DHI's client record data system.

### **Key Duties and Responsibilities**

- To take self-referrals from potential service user and carry out live assessments or allocate them to the relevant recovery hub for assessment.
- To provide advice and signposting to professionals, partner agencies, families, carers and service users
- To clearly explain the assessment process to ensure the service user has clear expectation of the service, process and relevant timescales.
- To process referrals that are received via email, post and fax from professionals or ROADS partners regarding service users who wish to engage with CRS service.
- To carry out all administration and follow up relating to referrals and assessments where appropriate.

- Liaising with referrers and service users to chase up referrals and direct them to the relevant hubs or partner agencies.
- Acknowledge and process Opiate Substitute Treatment (OST) referrals from GP surgeries. Understand the OST pathway and refer to partner agencies if needed.
- To input all information on to the case management system, update and create client records on the case management system which is shared with ROADS partners.
- To ensure that requests for information, data and intelligence are dealt with in line with DHI's agreed policies, procedures and protocols.

### **Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

### **Organisational Responsibilities**

1. At all times adhere to DHI policies and procedures, with specific reference to:
  - Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
  - Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
  - Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
  - Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
  - Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.

- Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
  - Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
2. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
  3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
  4. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
  5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**PERSON SPECIFICATION**

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY (Application, Interview, exercise, other)
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Comprehensive computer skills with experience of using data bases (preferably with systems aligned to NDTMS, the PHE data management system).</li> <li>• Commitment to dealing with customers with respect and integrity</li> <li>• Positive attitude and resilience when dealing with dealing with difficult situations</li> <li>• Flexible, innovative and self-motivated with a flexible approach to working hours in alignment with the Working Time Regulations</li> <li>• Commitment to equal opportunities and anti-discriminatory policy and practice</li> <li>• Confidence in exercising own judgement in situations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to summarise client’s concerns in a sensitive and calm manner.</li> <li>• Experience of staying focused in an often busy and dynamic office environment.</li> <li>• Accurate at recording data.</li> <li>• Experience working in the social care field, having day to day contact with customers/clients (preferably with people who use substances problematically)</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An excellent working knowledge of Excel and a good working knowledge of other standard software.</li> </ul>	<ul style="list-style-type: none"> <li>• Interest and willingness to learn and expand knowledge of drugs, alcohol and interventions.</li> </ul>	

<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Excellent communication, problems solving, planning and decision making capabilities.</li> <li>• Confident and calm phone manner and able build a rapport quickly.</li> <li>• Excellent interpersonal and communications skills</li> </ul>	<ul style="list-style-type: none"> <li>• Good and empathic listening skills.</li> </ul>	
<p><b>Values and behaviours</b></p>	<ul style="list-style-type: none"> <li>• Ability to see and take advantage of (strategic) opportunities whilst balancing risk and innovation</li> <li>• Flexible, proactive and responsive to change.</li> <li>• Works in a way that aims to maximise the potential of others in their role.</li> <li>• Commitment to equal opportunities and anti-discriminatory policy and practice.</li> </ul>		
<p><b>Other information</b></p>	<ul style="list-style-type: none"> <li>• Driving Licence with access to vehicle and willingness to use it for work travel.</li> </ul>		