

**Manchester Local Care Organisation  
Role Profile  
Contact Officer, Grade 5**

**Reports to: Team Manager**

**Job Family: Customer Service**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.

The Hospital discharge to assess service was developed in 2020 in the wake of the pandemic. Three teams have been developed across Manchester centred around the three hospital sites. The service runs in partnership with our community based discharge to assess and crisis teams as part of Manchester community response. The service supports the four discharge pathways from hospital offering a short term strengths based service to those requiring support.

**Key Role Descriptors:**

The role holder will work as part of the Hospital Discharge to assess service in South Manchester. The Role is central to how our services operate across the Hospital Sites. You will operate as the first point of contact for referrals from the site, you will be responsible for completing the necessary paperwork and transferring referrals to the appropriate pathway for discharge in a timely manor from hospital.

You will have excellent IT skills and communication skills, and be able to work with professionals across Health and Social Care, and our wider partners. You must be able to manage the workload in a fast- paced environment, operating dynamically to the demands of the post.

**Key Role Accountabilities:**

Maintain a high level of expertise on service specific legislation, delivery activities, and all associated policies and procedures in order to provide quality advice to a range of customers.

Deal proactively with complex queries utilising customer service skills to ensure all issues are dealt with effectively, following up enquiries where appropriate.

Where appropriate carry out statutory duties working in line with all relevant legislation to ensure the provision of a high quality service.

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Update and extract information from corporate and other data systems completing relevant documentation/service user records to a high standard, ensuring the accuracy and confidentiality of information produced.

Feedback any compromise in service or safety concerns immediately to a line manager.

Manage own workload to ensure individual and team targets are met and customers are dealt with promptly, working collaboratively with customers and any other relevant parties to enhance the delivery of the service.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

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**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you



**MANCHESTER  
CITY COUNCIL**

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## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

### General Skills

- **Interpersonal Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising:** Demonstrate the ability to organise own and multiple tasks of others in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
- **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **ICT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

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