

Appentice Social Care Advisor

Location: **Halifax**

Posted: **29th September 2026**

Employer: **Calderdale Council**

Role type: **Apprenticeship**

Entry Requirements:



The Gateway Team, as part of the Adults, Health and Social Care directorate, provides a front-line service to the public. The Team provides advice and information to people regarding Social Care and community third sector provision.

Business

Local authority

Training provided

Level 3 Customer Service apprenticeship

Pay details

National minimum wage

Hours

37 hours per week, 21 month fixed term contract

Requirements

- GCSE English and maths at grades 9-4
- Excellent written and verbal communication skills
- Ability to relate to people
- Experience of providing excellent customer service
- Good IT skills including knowledge of databases and Word-based programs
- Knowledge of local services and national drives aimed at promoting independence
- This post is subject to an Enhanced DBS with an Adult's Barred List Check

Minimum age

16

Description

Day-to-day responsibilities include:

- Providing a professional and knowledgeable response to people and the range of professionals who contact the service
- Resolving in a courteous and timely way the range of queries received by Gateway
- Making onward referrals where appropriate, or providing direct access to services within Adult Social Care
- Maintaining up-to-date records and inputting information to the adult social care and health system
- Providing support with screening for Support at Home, making appointments and with making onward referrals
- Providing high quality written and verbal documentation

How to apply

Please apply on the [website](#).

To enquire about this role:

