

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Community Care Worker |
| HBC Grade: | **7** |
| Service: | **People – Adult Social Care** |
| Division: |  |

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| **Main Purpose of the Role** |
| **To contribute to the operational delivery of an effective Adult Social Care Service as part of a team responsible for safeguarding, support planning and promoting the wellbeing of adults with care and support needs continuously improving outcomes using an asset based approach. To identify individual needs through assessment. To plan and co-design individual support plans. To ensure that regular monitoring and reviews of support plans are carried out,. To be responsible for social work provision including managing own caseload whilst managing the reputation of the Department and Council and complying with national and service procedures and guidance.** |

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| **Key Duties**  |
| **1** | Manage an allocated workload in line with the policies and procedures of the Team, the Service area and the Council. Demonstrate inclusive practice in relation to identity and diversity, challenging any issues of concern. |
| **2** | As the named worker for a client, using strength based approach and other agreed procedures, undertake a range of assessments in line with current legislation to include functional, MCA and CHC eligibility to determine the persons care and support needs. Design and agree a personal centred support plan whilst managing individuals expectations and any conflict during times of crisis. |
| **3****4** | Completion of all reviews/reassessments to identify positive outcomes achieved, any factors that have prevented achievement and necessary adjustments/amendments to care packages to address these issues and to ensure positive outcomes are attained.Provide advice, information and support to individuals to access universal services. To act in a preventative/enabling role where following initial assessment a client is not eligible for services but may benefit from advice/information/signposting to utilise initiatives within the local community. |
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| **5** | Be an effective participant as a Multi-Disciplinary Team member, as part of the assessment/review process |
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| **6** | Be responsible, as specified in Departmental Guidance for accurate, timely and up to date entry on all cases including:* Data entry on Carefirst and other electronic tools or databases
* Date required for specific performance/targets
* Ensure client information data is lawfully gathered, accurate, up to date, and only divulged in accordance with the GDPR and local government common law duty of confidentiality. Failure to apply these can lead to individuals or the service facing court proceedings.
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| **7** | Record accurate calculations of individual’s budgets whilst commissioning services prior to management authorisation, being responsible for delivering a value for money service. Support/advise any financial concerns while working in conjunction with Finance/Appointee’s and Debt recovery teams. |
| **8** | Promote effective communication with service users, families and carers. Work closely with internal and external agencies as part of a multidisciplinary Team, building relationships across health and social care, NHS, Police and Fire Service.  |
| **9** | Undertake risk assessments identified for people referred to and accessing services, including risk assessments in a person’s own home environment and community whilst acknowledging safety and lone working policy. |
| **10** | Assist clients to apply for disabled facilities grant or alternative funding and support them to make applications to the Home Improvement Services for adaptations to their home in line with legislation and HBC policies. |
| **11****12****13****14****15****16** | Manage collaboratively the team duty inbox including completing emergencies visits/assessments as required.Refer any safeguarding/DOLs/Provider Monitoring concerns identified to the relevant HBC Teams or other bodies eg, OPG, CQC.Supply support letters to PPP for rehousing when establishing that adaptations are not appropriate for individuals. Support with housing issues and assist with accessing suitable supported housing tenancies by following the relevant housing panel process.Contribute to the Blue Badge process by making decisions on desk-based applications, in line with legislation and some responsibility for the final decision for approved cases or alternatively trigger for an IMA.Prepare for, and attend supervision sessions, staff meetings, and events and make use of available training and developmental opportunities, modelling good practice and setting expectations for others.Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job, following HBC policies and procedures |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential**  | **Desirable**  | **How Identified**  |
| A minimum of 3 GCSE’s or equivalent at grade C or above which includes Maths and English, or demonstrate the appropriate level or skills or experience. | NVQ Level 3 | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Direct experience of working with people in a social care, health or voluntary setting. | Application / Interview /Assessment |
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| **KNOWLEDGE**  | Knowledge of current initiatives and developments in services for adults. | Application / Interview /Assessment |
| Knowledge of relevant legislation and national policies. | Application / Interview /Assessment |
| Ongoing commitment to training and personal development | Application / Interview /Assessment |
| Ability to identify and assess risk | Application / Interview /Assessment |
| Ability to be solution focused in relation to case work and service development, resolving familiar routine problems autonomously | Application / Interview /Assessment |
| Awareness of resources, products, solutions and information sources relevant to a variety of different personal needs. | Application / Interview /Assessment |
| Awareness of environmental impacts on the ability for individuals to maintain their independence. | Application / Interview /Assessment |
| Ability to follow through on agreements with individuals and families and demonstrate empathy | Application / Interview /Assessment |
| Ability to work within ethical standards. | Application / Interview /Assessment |
| Ability to understand and demonstrate a commitment to equality and diversity. | Application / Interview /Assessment |
|  **SKILLS & ABILITIES**  | Able to work effectively with service users and carers. | Application / Interview /Assessment |
| Able to manage and organise own workload. | Application / Interview /Assessment |
| Able to be flexible and innovative. | Application / Interview /Assessment |
| Able to work well within a multi-disciplinary environment. | Application / Interview /Assessment |
| Maintaining up to date record keeping and report writing within the electronic systems. | Application / Interview /Assessment |
| Ability to recognise and challenge oppressive language, behaviours and practice. | Application / Interview /Assessment |
| **Desirable Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Work with specific user groups for which applying. | Application / Interview /Assessment |
| Experience of contributing to assessments which support with planning care packages and equipment to meet assessed need | Application / Interview /Assessment |
| Completing assessments and devising care packages and provision of equipment to meet assessed need. | Application / Interview /Assessment |
| Understanding of outcome measures. | Application / Interview /Assessment |
| An understanding of working within the LA budget constraints. | Application / Interview /Assessment |
| Knowledge of primary care working practices.Knowledge of appropriate legislative frameworks, statutory guidance and processes and strength based approaches. | Application / Interview /Assessment |
| Knowledge of LA IT systems. | Application / Interview /Assessment |
|  **SKILLS & ABILITIES**  | Ability to challenge professionals and providers in relation to quality of care provision and resource’s for adults. | Application / Interview /Assessment |
| Able to work effectively with adult, carers, colleagues and other agencies | Application / Interview /Assessment |
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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Must have a full driving licence Access to car |  | Interview / Assessment / Documentation  |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.