

Job Description

Job Title	Care Navigator – Adult Social Care Review Team
Grade	Band G
Reporting To	Team Manager
JD Ref	PC0003G

Purpose

Responsible for supporting the delivery of health and social care functions for adults/carers for the people of Wirral. A key role in supporting the delivery of the personalisation and inclusion pathways for adults and carers ensuring legal framework of the Care Act 2014, strength and asset-based practice, personalisation and social inclusion is embedded and applied effectively. Assessing, accessing, and implementing a range of Social Care services, and providing guidance/advice and information for adults with acute or increasingly complex long term physical health, mental health needs and for older people and carers.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Adult Social Care specific duties & responsibilities:

- To undertake comprehensive assessments and reviews of daily living tasks. The focus being personalised individualised care planning identifying achievable goals through the means of Reablement and maximising independence.
- Undertake statutory social care assessments and assessments of eligibility for funded services in line with current legislation. Interpret and discuss assessment outcomes with people, their carers, other health and social care professionals and the voluntary sector to agree care plans. Identify risks to independence and work alongside individuals and carers to develop outcome focused support plans.
- Support people to be as independent as possible by facilitating a range of self-management strategies through identifying the most appropriate format. Including the support that is available from the voluntary and community sector. Commission services as appropriate in line with current delegation policies, ensuring effective use of resources.

Communication, Engagement and Training:

- Support the team to establish effective working relationships with people, their families and carers. This will include promoting individual rights and recognising and respecting their contributions to care and support planning and delivery.
- Work collaboratively with identified agencies in commissioning and reviewing Functional assessments by evidencing risk and risk avoidance of potential needs.
- Participate in programmes of training and associated work experience and appraisal for career progression.
- Participate in multidisciplinary/multi-agency working as appropriate to the role and level.

Data Analysis and Decision-Making:

- Participate in collation of analytical performance management information.
- Record and report practice, service provision and decision making and access and use management information systems, ensuring compliance with statutory, Wirral Council and local multi-agency requirements.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

Essential:

- NVQ Level 3 qualification. For e.g in care management; equivalent health and social care discipline; or other.

Desirable:

- ECDL or equivalent ICT qualification

Knowledge & Skills

Essential:

- Evidence of understanding / complexity of issues locally and nationally pertaining to supporting adults with complex needs
- Evidence of working in multi-disciplinary services.
- Knowledge of key legislation, policy and practice relating to community care and disability.
- Demonstrate substantive knowledge and skills gained working within a Health & Social Care setting.
- Understanding of the Mental Capacity Act and its implementation
- Demonstrate excellent interpersonal and communication skills.
- Awareness of Key Performance Indicators within Adult Social Care.



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- Knowledge of the requirements contained within the Care and Support Act 2014 and the impacts for organisations.
- Understanding of the needs of older people / adults with disabilities/long term conditions/ health problems particularly in relation to promoting their independence.
- Knowledge of equality and diversity and how it affects staff and people who use services.
- Ability to work to tight deadlines and manage multiply demands.
- Ability to work with other professionals/service users/carers/families and promote partnership working.
- Ability to write reports and maintain records.
- Ability to contribute to service development and wide health and social care agendas.
- Computer literate.

Desirable:

- Ability to operate in a regulatory framework.
- Good knowledge of relevant legislation and legal frameworks
- Able to apply the key principles of risk management and contingency planning.
- Effective self-organisational and prioritisation skills.
- Ability to negotiate and influence across organisational boundaries to deliver person centred care.
- Proactively seeks opportunities for service improvement and solution finding.

Experience

Essential:

- Proven experience of working in a Health or Social care environment role
- Experience of working independently, unsupervised providing high quality care.
- Demonstrate operational experience of managing complex workloads and organisational situations.
- Demonstrate experience of successful multi-agency working and evidence and outcome-based approach.
- Demonstrate experience and oversight of assessment and care planning systems and processes.

Desirable:

- Experience of working in operational and care management services
- Experience of working in a multicultural environment

Additional Information

Expected to work flexibly and be able to work an extended day and/or over a seven day period, 52 weeks of the year if required by the service.

Able to travel across the Wirral and occasional out of borough, using own private vehicle.

Health & Safety Considerations:

- Lone working
- Working outside (Community visits/settings)
- Work with VDUs (Video Display Unit) (>5hrs per week)



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- Driving duties
- Contact with latex
- Working with children
- Conflict Resolution

Approved By: Pippa Philipson, Senior Manager Adult Social Care

Date Of Approval: 08/04/24



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