



Title Community Care Officer	Department Adult Social Care, Health and Public Protection	Post Ref. AS/0086/AM
Job Purpose		
Key Responsibilities <ol style="list-style-type: none">1. Post holders will be expected to have or to acquire (through training provided) skills in the use of information technology relevant to their roles.2. 1. To contribute to and maintain computer based records required by policy and good practice.3. 2. To acquire, maintain and apply current departmental policies to casework and work requirements.4. 3. To construct reports and use other documentation/recording as necessary and appropriate.5. 4. To liaise and negotiate with colleagues within and outside the Adult Social Care and Health Department in order to gather relevant information to carry out assessment and care planning activities.6. 5. To participate in team activities e.g. case discussion, review of team work.7. 6. To participate in regular supervision.8. 7. To contribute as appropriate to practice and service development.9. 8. To take up opportunities for relevant training (e.g. appropriate NVQ to Level 3, specific training to the role or working towards a degree level qualification).10. 9. To have regard at all time for the confidential nature of the work and not to discuss or disclose information to unauthorised parties11. • Undertaking community care assessments and initiating a full range of service requests, recognising the need to involve other more experienced staff as necessary.		Key Accountabilities <ol style="list-style-type: none">1. Community Care Officers are members of assessment and commissioning teams, including Occupational Therapy which respond to the care needs of adults on behalf of the Adult Social Care and Health Department. Working with service users and carers, they will formally assess and review individual needs and then instigate and coordinate a range of services to meet them.2. Community Care Officers will have a sound and reliable employment record. They will also possess significant and extensive understanding of social care or caring gained preferably from work in related services or through personal or voluntary experience.3. CCOs will be expected to organise and manage their workload independently with guidance and direction of their designated supervisor. CCOs will not be required to take on work that would be properly restricted to qualified staff, for example – the lead role in Safeguarding or other complex cases - but they will be expected to undertake work which has a legal basis or involves risk management at the discretion and with direct oversight of line manager or supervisor.

<ul style="list-style-type: none"> 12. • Maintaining a caseload which will include risk management work with the appropriate oversight and direction of the line manager/supervisor. 13. • Assisting other members of the team in carrying out their work, including appropriate Safeguarding tasks – working to and with the lead qualified worker. 14. • Monitoring and review of ongoing service provision. 15. • Providing information to assist service users and carers. 16. • Flexible participation in other team duties as designated by the line supervisor or manager. 	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. • The role of the Local Authority in carrying out its statutory responsibilities in providing services for older people and vulnerable adults.
2. • The objectives of independent living and care in the community and the people to whom these apply and how they could be applied in practice.
3. • The meaning of “risk” as applied to individual vulnerable adults or older people and implications for professional practice.
4. • Relevant legislation (to be specified by the appointing manager)
5. • The type and purpose of the range of services that could be available to support vulnerable adults and their carers
6. • The roles of other related key organisations or agencies and the concept of partnership working.
7. • The meaning and importance of anti discriminatory practice and how it could apply in this post

Experience

12. • At least 2 years experience of care work gained through paid employment or extensive personal experience or voluntary work.
13. • Experience of working with individuals or groups in a care setting in an organised and purposeful way.
14. • Experience of independently managing and prioritising demands and tasks to meet objectives
15. • Experience of keeping detailed records and constructing reports or formal letters/submissions
16. • Experience of negotiating with representatives of major

Personal skills and general competencies

8. Puts into practice the Council's commitment to excellent customer care.
9. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
10. Works well with colleagues but also able to work on their own initiative.
11. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

<p>agencies or other recognised organisations to achieve objectives.</p> <p>17. • Experience of operating as part of a team and assisting others in their work.</p> <p>18. • Some experience of working with the public</p> <p>19.</p>	
<p>Role Dimensions</p> <p>20. • Undertaking of delayed discharge act and the need for no delays with discharges from Hospital</p> <p>21. • Maintaining a caseload which will include risk management work with the appropriate oversight and direction of the line manager/supervisor.</p> <p>22. • Assisting other members of the team in carrying out their work, including appropriate Safeguarding tasks – working to and with the lead qualified worker.</p> <p>23. • Monitoring and review of ongoing service provision.</p> <p>24. • Providing information to assist service users and carers.</p> <p>25. • Flexible participation in other team duties as designated by the line supervisor or manager. Insert core area/s of responsibility (inc. teams, services & functions)</p> <p>26. Insert financial responsibility</p> <p>27. Insert staff - No of direct reports</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 06/03/2015