

| Title Community Care Officer | Department Adult Social Care, Health and Public Protection | Post Ref. |
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| Job Purpose To be responsible for both assessment and support planning which meets outcomes in line with the Adult Social care Strategy. | | |
| Key Responsibilities <ol style="list-style-type: none"> 1. Assess and Review individual and carer need, initiating and coordinate solutions/interventions to meet agreed personalised outcomes. 2. Be responsible for the identification of potential reablement opportunities and provide access to those services as required. 3. Promote independence and personalisation to ensure that service users and carers can assess and manage their own needs, (or be supported to do so) risks and uncertainties within their living environment and meet their identified short- and long-term outcomes. 4. Identify community and other support resources, maximising individuals' assets, preventative/universal services and other funding sources, in line with the Adult Social Care Strategy and the concept of 'just enough' support. 5. Review ongoing service provision as necessary ensuring that all alternative solutions have been considered. 6. Provide information, advice and support to service users and their carers. 7. Be able to use the Mental Capacity Act practice framework as necessary. 8. Support the work of Safeguarding Officers and Safeguarding Managers during the course of enquires (Any tasks must fall short of those completed by the Safeguarding Officer/Manager). 9. Organise and manage your social care workload independently with the appropriate oversight and direction of the line manager/supervisor/ professional lead. 10. Following appropriate training, undertake assessments using a range of health and social care tools, for example, contributing to continuing health care assessments. 11. Liaise and negotiate with local providers and support networks to deliver better outcomes for people. 12. Contribute to practice and service development which may include working flexibly as the service demands. 13. Have regard at all times for the confidential nature of the work and not to discuss or disclose information to unauthorised parties | Key Accountabilities <ol style="list-style-type: none"> 1. Accountable for own performance 2. Accountable for the quality of the work undertaken 3. Alert managers of issues that could affect performance 4. Assist managers to meet specific service targets within agreed resources. 5. Assist team in maintaining appropriate partnership arrangements. 6. Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all, in accordance with relevant legislation and policy. 7. Take reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties 8. Working in accordance with policies and procedures around information management and data protection. | |

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| The post holder will perform any duty or task that is appropriate for the role described within their grade |

Person Specification

Education and Knowledge

1. Relevant Health/Social Care qualification to NVQ level 3, an equivalent qualification or evidence of required skills and experience.
2. Knowledge of community care services within a health or social care setting. Knowledge of the legislation and policies in relation to adult community care services.
3. Knowledge of current Adult Social Care and Health policy drivers.

Experience

9. At least two years' experience of work gained through paid employment or extensive personal experience or voluntary work
10. Experience of operating as part of a team and assisting others in their work.
11. Experience of independently managing and prioritising demands and tasks to meet objectives.
12. Experience of keeping detailed records and constructing reports or formal letters/submissions.
13. Demonstrable experience of using information technology in a range of applications.
14. Experience of negotiating with representative of partner agencies to achieve outcomes.

Personal skills and general competencies

4. A full driving licence and access to transport is essential, disabled employees who are unable to drive because of their disability will be able to use taxis to carry out their duties.
5. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.
6. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
7. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.
8. Ability to meet agreed objectives and delivery targets by the effective use of resources e.g. the ability to work flexibly and efficiently.

Role Dimensions

1. Flexible participation in other team duties as designated by the line supervisor or manager e.g. duty.
2. Assist other members of the team in carrying out their work, including appropriate Safeguarding tasks, according to their grade and under supervision.
3. Undertake assessments which may involve multi-professional working or require urgent responses.
4. Liaise with Health and social care colleagues including private and voluntary organisations to ensure quality outcomes for service users.
5. Carry out joint home visits with other professionals and engage in discharge planning in a multi-professional environment.
6. Understand, maintain and apply current departmental policies to case work and work requirements.

7. Take up opportunities of training specific to role and contribute effectively towards development of new systems, process and ways of working.
8. Undertake and implement health and safety risk assessments in relation to the provision of community-based services and in relation to adults at risk.
9. Participate in duty systems in accordance with local practices, including responding to urgent situations.

Please attach a structure chart

Date: April 2017