

| Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Department                                      | Post Ref.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Care Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Adult Social Care, Health and Public Protection |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Job Purpose</b><br>To be responsible for both the assessment of individual needs and the initiation and coordination of a range of outcomes to meet them, promoting the principles of choice and control, personalisation and self-directed support to ensure that service users can assess and manage their own needs, risks and uncertainties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Key Responsibilities</b><br><br>1. Responsible for assessments, support planning and review of individual needs and the initiation and co ordination of a range of outcomes to meet them.<br>2. Responsible for the identification of potential reablement opportunities and provide access to those services as required.<br>3. Responsible for commissioning of services to maximise peoples independence.<br>4. Promote the principles of choice and control, personalisation and self directed support to ensure that service users can assess and manage their own needs, risks and uncertainties within their chosen living environment and meet their identified short and long term goals<br>5. Provide information, advice and support to service users and their carers.<br>6. Identify community and other natural support resources, maximising individual's assets using benefits, preventative/universal services and other funding sources.<br>7. Maintain a caseload which will include risk management work with the appropriate oversight and direction of the line manager/supervisor/professional lead<br>8. Monitor and review ongoing service provision<br>9. Liaise and negotiate with local providers and support networks to deliver better outcomes for people.<br>10. Contribute to practice and service development.<br>11. Have regard at all times for the confidential nature of the work and not to discuss or disclose information to unauthorised parties |                                                 | <b>Key Accountabilities</b><br><br>1. Accountable for own performance<br>2. Accountable for the quality of the work undertaken<br>3. Alert managers of issues that could affect performance<br>4. Assist managers to meet specific service targets within agreed resources.<br>5. Assist team in maintaining appropriate partnership arrangements.<br>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.<br>7. Take reasonable care of your health, safety and welfare, and that of other person who may be affected by the performance of your duties |
| The post holder will perform any duty or task that is appropriate for the role described within their grade                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Person Specification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"><li>1. Relevant health/social care qualifications to NVQ Level 3, an equivalent qualification or evidence of required skills and experience.</li><li>2. A good level of general education</li><li>3. Knowledge of community care services within a health or social care setting.</li><li>4. Knowledge of the legislation and policies in relation to adult community care services.</li><li>5. Knowledge of current Adult Social Care and Health policy drivers, e.g. Think Local Act Personal</li></ol>                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"><li>6. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</li><li>7. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li><li>8. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</li><li>9. Ability to meet agreed objectives and delivery targets by the effective use of resources.</li></ol> |
| <p><b>Experience</b></p> <ol style="list-style-type: none"><li>10. At least two years experience of care work gained through paid employment or extensive relevant personal experience or voluntary work.</li><li>11. Experience of operating as part of a team and assisting others in their work.</li><li>12. Experience of independently managing and prioritising demands and tasks to meet objectives.</li><li>13. Experience of keeping detailed records and constructing reports or formal letter/submissions.</li><li>14. Experience of working with the public</li><li>15. Demonstrable experience of using information technology in a range of applications.</li><li>16. Experience of negotiating with representative of partner agencies to achieve objectives.</li></ol>                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>Role Dimensions</b></p> <ol style="list-style-type: none"><li>1. Flexible participation in other team duties as designated by the line supervisor or manager</li><li>2. Assist other members of the team in carrying out their work, including appropriate Safeguarding tasks, according to their grade and under supervision.</li><li>3. Understand, maintain and apply current departmental policies to casework and work requirements</li><li>4. Take up opportunities for relevant training specific to role and contribute effectively towards development of new systems, processes and ways of working.</li><li>5. Construct reports and use other documentation as necessary and appropriate</li><li>6. Undertake and implement health and safety risk assessments in relation to the provision of community based services and in relation to vulnerable adults.</li><li>7. Participate in team activities, e.g. case discussion, review of team work.</li></ol> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

*Please attach a structure chart*

Date: July 12.v6.Final.1