

<b>Title</b> <b>Community Care Officer</b>	<b>Department</b> <b>Adult Social Care, Health and Public Protection</b>	<b>Post Ref.</b>
<p><b>Job Purpose</b> To be responsible for strengths based, assessment and support planning which meets outcomes in line with the Adult Social care Strategy.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Responsible for social care assessments, support planning and review of individual and carers needs and the initiation and coordination of a range of personalised outcomes that promote independence.</li> <li>2. Be responsible for the identification of potential reablement opportunities and provide access to those services as required.</li> <li>3. Promote a Strength Based Approach which embeds the ethos of promoting independence and wellbeing at every opportunity, ensure people can manage their own needs, risks and uncertainties to meet their short- and long-term goals, delaying the need for long term care and support.</li> <li>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.</li> <li>5. Complete reviews with a focus on wellbeing, outcomes and ensuring value for money through considering all alternative solutions have been considered.</li> <li>6. Provide information, advice and support to people and their carers.</li> <li>7. Be able to use the Mental Capacity Act practice framework.</li> <li>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).</li> <li>9. Organise and manage your social care workload independently with the appropriate oversight and direction of the line manager/supervisor/ professional lead.</li> <li>10. Following appropriate training, undertake assessments using a range of health and social care tools, for example, contributing to continuing health care assessments.</li> <li>11. Liaise and negotiate with local providers and support networks to deliver better outcomes for people.</li> <li>12. Contribute to practice and service development which may include working</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. Accountable for own performance</li> <li>2. Accountable for the quality of the work undertaken</li> <li>3. Alert managers of issues that could affect performance</li> <li>4. Assist managers to meet specific service targets within agreed resources.</li> <li>5. Assist team in maintaining appropriate partnership arrangements.</li> <li>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.</li> <li>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</li> <li>8. Working in accordance with policies and procedures around information management and data protection.</li> </ol>	

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	
<b>The post holder will perform any duty or task that is appropriate for the role described within their grade</b>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Relevant Health/Social Care qualification to NVQ level 3, an equivalent qualification or evidence of required skills and experience.</li> <li>2. Knowledge of community care services within a health or social care setting.</li> <li>3. Knowledge of the legislation and policies in relation to adult community care services.</li> <li>4. Knowledge of current Adult Social Care and Health policy drivers.</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.</li> <li>3. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>4. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.</li> <li>5. Ability to meet agreed objectives and delivery targets by the effective use of resources e.g. the ability to work flexibly and efficiently.</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. At least two years' experience of work gained through paid employment or extensive personal experience or voluntary work</li> <li>2. Experience of operating as part of a team and assisting others in their work.</li> <li>3. Experience of independently managing and prioritising demands and tasks to meet objectives.</li> <li>4. Experience of keeping detailed records and constructing reports or formal letters/submissions.</li> <li>5. Demonstrable experience of using information technology in a range of applications.</li> <li>6. Experience of negotiating with representative of partner agencies to achieve outcomes.</li> <li>7. Demonstrable experience of using information technology in a range of applications</li> </ol>	

### ***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: