

Title Social Care Assistant	Department Adult Social Care and Health	Post Ref.
Job Purpose To provide a wide range of co-ordination and support actions assisting in the delivery of social care activity across teams delivering social care, providing a consistent point of access for services users under the direction of the Team Manager and the CCO's.		
Key Responsibilities <ol style="list-style-type: none"> 1. To undertake actions on Mosaic including, screening cases to determine appropriate next steps, screening/acknowledging alerts, allocating cases to workers, making package amendments, adding case notes, uploading files/documents and undertaking data cleansing actions and screening alerts. 2. To be a consistent first point of contact for SU's, dealing with Duty calls. Keeping SUs updated, supporting them with completion of forms and chasing the return of these, making internal and external referrals on behalf of SUs to other services such as NES, Connect. 3. Completing telephone reviews where SUs are deemed suitable and completing light touch reviews on Mosaic from documents returned by SUs, Carers, Providers 4. To co-ordinate, maintain and update team rota's, collating and tracking cases and information provided on spreadsheets. 5. To arrange clinic's including booking appointment and communication with SUs, providers, carers in advance of appointments, supporting Community Care Officers and Social Workers at clinics. 6. Booking appointments for reviewing officers both externally and within the scheduler as required and scheduling future planned reviews in workers and teams diaries. Supporting Community Care Officers and Social Workers on appointments where a second person is required to attend. 7. To support review officers by contacting and collating information required prior to a review, contacting previously involved teams and 	Key Accountabilities <ol style="list-style-type: none"> 1. For the accuracy and quality of information within the responsibility of the post holder 2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance 3. Work efficiently and effectively to support operational services 4. To provide a consistent point of access for all parties. 	

<p>workers to gather information, liaising with nurses, health to collect information, and following up return of information following a review and liaison with ACFS and the DP team.</p> <p>8. To arranging transport, day services and respite care for SUs under the direction of Community Care Officers/Social Workers.</p> <p>9. To follow up the commissioning of services including communication with Providers around capacity.</p> <p>10. To ensure confidentiality of information in line with the County Council policy and relevant legislation, in respect of records maintained and tasks undertaken. This includes maintaining strict confidentiality in relation to personal information.</p> <p>11. To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. Also, in accordance with relevant legislation, to take reasonable care of own health, safety and welfare, and that of other persons who may be affected by the performance of duties.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<p><i>Education and Knowledge</i></p> <p>1. Good literacy and numeracy skills to NVQ 3 level or equivalent</p>	<p><i>Personal skills and general competencies</i></p> <p>2. Puts into practice the Council's commitment to excellent customer care.</p>
<p><i>Experience</i></p> <p>1. Experience of providing support and co-ordination activities in a busy environment</p> <p>2. Experience of data input and data management ensuring accuracy and where appropriate confidentiality</p> <p>3. Significant experience and competence using IT and common business support packages including word processing and spread sheets, a working knowledge of Microsoft Excel and Microsoft Word.</p> <p>4. Experience of providing information to the public or customers</p>	<p>3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</p> <p>4. Works well with colleagues but also able to work on their own initiative.</p> <p>5. Contributes meaningfully and thoughtfully in team meetings to improve outcomes for service users.</p>

<p>using good communication skills</p> <p>5. Experience of using defined business processes and giving guidance on them to colleagues</p> <p>6. Understanding of, and commitment to Nottinghamshire's Equal Opportunities Policy.</p> <p>7. Ability to communicate effectively both verbally and in writing.</p> <p>8. Able to manage own workload and set priorities for work.</p>	<p>6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</p>
<p><i>Role Dimensions</i></p> <p>7. There is no staff management associated with this role.</p> <p>8. The role will generally be based in NCC offices, support to clinics on sites other than NCC may be required and accompanying Reviewing Officers to visits may at Service Users homes may also be required.</p> <p>9. There is no budget holding responsibility, but there is an expectation that the post will have awareness of and adhere to the Councils financial regulations and processes as required.</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date