

Job Description

For Social Care Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Social Care Practitioner	JEID	SW01B
Salary Grade:	Grade H		
Team:	Older Peoples Service (North & East)		
Service Area:	Social Care and Support		
Primary Location:	Kings House		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader		
Responsible for:			

Role Purpose

Undertake strength based conversations and assessments, which may lead to support planning with customers and carers under the guidance of Team Leaders within the North Older Peoples Team . To support customers and carers to identify their own needs and outcomes and implement support plans which set out how these outcomes can be met. You will also be responsible for arranging services and liaising with other agencies, as and when appropriate.

- Undertake Care Act compliant conversations and strength based assessments in consultation with customers, carers and other professionals as partners.
- Define, design and cost packages of support using public, private and voluntary agencies in accordance with service criteria and within resource allocation system.
- To monitor, review and evaluate individual packages of support in conjunction with customers, carers and service providers.
- To participate fully in the duties of the team, including the duty/referral systems, talk to us sessions, team meetings and other meetings determined by the Team Leader and/or Team Manager.
- Maintain accurate and concise case records and produce reports on time, as necessary. All recording uses a computerised client recording system (Mosaic).

To work in communities, where possible focusing on prevention, using strengths-based community led support approaches to maximise their life chances and outcomes.

To hold good conversations with people in places where they feel most at ease, eg. community venues, to help people identify their strengths, abilities and those of their carers, families, friends and communities.

To support people to connect with others and with communities to support a good life.

To co-create support plans with people that enhance their strengths and help achieve their ambitions.

To arrange outcome focused support once customers and carers own skills and networks have been supported and developed.

To work in line with the Care Act 2014.

Role Responsibilities

Principal duties:

1. To undertake guided conversations and assessments in the customer's and/or carer's own home, community venues or by telephone/video calls.
2. To work with customers, their families, carers and other appropriate people, to obtain relevant information for the purpose of assessing the individual's needs, taking into account the person's race, gender and background.
3. To develop and maintain a knowledge and understanding of eligibility criteria, and ensure that customer's circumstances are matched against these criteria, under the support and guidance of the supervisor where appropriate.
4. To develop and maintain a knowledge, understanding and links with service providers in order to identify the best options available to meet individual assessed needs.
5. To liaise with all interested agencies to ensure that service provision remains appropriate to the needs of the individual, taking into account the person's race, gender and background.
6. To be responsible for advising your line manager of any changes in circumstances or to the need of the individual.
7. To arrange to formally monitor/review cases as required by Departmental procedures.
8. To participate in multi-disciplinary/agency working as and when appropriate
9. To ensure strict confidentiality in all aspects of work on behalf of the Department.

10. To undertake the above in accordance with Statutory legislation and Department Policies and procedures.
 11. To complete and maintain accurate records (e.g. Mosaic and other electronic databases) respecting customer confidentiality.
 12. To be accountable to the Team Leader and to participate in regular supervision, training and team meetings.
 13. To carry out any duties that the County Council shall from time to time determine, as required.
- Undertake strength based conversations and assessments in consultation with customers, carers and other professionals as partners in the care management process.
 - Define, design and cost packages of support using universal services, private and voluntary agencies in accordance with service criteria and within available resources.
 - Ensure that customers are able to have robust contingency plans in place
 - To monitor, review and evaluate individual packages of support in conjunction with service users, carers and service providers.
 - To participate fully in the duties of the team, including the duty/referral systems, team meetings and other meetings determined by the Team Leader and/or Operations Manager.
 - Maintain accurate and concise case records and produce reports on time, as necessary. All recording uses the Mosaic recording system.
 - Undertake all of the above in accordance with statutory and Directorate policies and procedures.
 - Any other duties that the County Council shall from time to time determine.
 - To ensure that health and safety responsibilities are carried out in accordance with the councils Health & Safety policy and procedures

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Social Care Worker – Level 1b
-----------	-------------------------------

Main Tasks

- Contributes to the social care service received by individuals, families and groups by undertaking straightforward case work including assessment and support planning and/or designated tasks on more complex cases, in an anti-discriminatory manner.
- Provides a flexible range of support to individuals and their families to help to prevent crises and family breakdown and promote independence/rehabilitation.
- Practices accountably, within the prevailing legislative framework and Council policies and procedures, under the supervision of the line manager.
- May undertake some professional worker tasks, with appropriate supervision and support, in preparation for future professional training if appropriate.
- Assesses referrals and designs plans for action, liaising with colleagues and other agencies as appropriate for straightforward cases or contributes to these activities in more complex cases.
- Assists accountable case holders in ongoing adult protection/child protection cases, with close supervision, attending planning meetings, case conferences and reviews as required.
- Arranges the delivery and monitors the effectiveness of packages of support to meet people's identified needs where appropriate or assists a professionally qualified worker to do this where this is more suitable.
- Works collaboratively with individuals, families, carers, communities, colleagues and other agencies.
- Ensures that all recording of social care activity is carried out in accordance with policy and procedures.
- Attends appropriate continuous professional development activities as are required and suitable, in agreement with the line manager.
- Can be available to work within any of the Council's localities.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A, I
To be able to independently interpret and analyse information and facts to solve varied problems	A, I
The ability to demonstrate caring skills to meet the welfare needs of our clients, some of whom will have particularly demanding needs and to be able to advise and guide our clients to enable them to solve particular problems	A, I
To be able to undertake routine assessment of needs, support planning, monitoring and review for and in partnership with clients and carers	A, I
To be able to use own initiative to respond independently to problems and unexpected situations as established in supervision	A, I
The ability to work under a high degree of pressure including meeting unpredictable	A, I

deadlines and dealing with conflicting demands	
The ability and experience to cope with significant emotional demands, caused by contact with clients who are seriously disadvantaged in some way	A, I
Ability to work well with colleagues, including managers, as a member of a team	A, I
Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.	A
To be able to operate a keyboard, our client database systems and employ basic computer knowledge and skills	A, I
Ability to communicate fluently, in writing and verbally, with a wide range of people	A, I

Desirable Criteria

Assessed By:

Previous experience of assessing needs and establishing packages of care and support	A, I
Relevant training/qualification in the social care field	A, D
An awareness of principles of Best Value for Service provision and the need to demonstrate its achievement	A, I
Experience of using client computerised record system e.g. Carefirst or similar	A, I
Experience of managing own workload	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving

people (including pupils) or objects	own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	