

# 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:	Mental Health Practitioner: Community Connections		SW01B
Salary Grade:	Grade H (£24,491- £27,041)		
Team:	Mental Health		
Service Area:	People Group		
Primary Location:	Countywide		
Political Restriction	This position is not politically restricted.		
Responsible to:	Lead Practitioner / Team Leader Mental Health		
Responsible for:	Own practice		

#### Role Purpose

This role is an integral part of our commitment to develop innovative ways of responding to people who face crises of social origin. It will entail providing direct social interventions service to people with mental health and social needs presenting in crisis. You will work with individuals to empower them to make their own decisions and to more effectively problem solve. You will actively support people to develop their community networks and build resilience. The role entails maintaining strong links with a range of mental health teams and external agencies.

#### Role Responsibilities

To be a central part of a newly developed social interventions 'alternative to crisis' project, which sits under the umbrella of a wider multi -disciplinary Crisis Plus Service. You will undertake direct work with individuals who come into contact with crisis mental health services and other agencies. Through the provision of a range of strengths-based, community-focused interventions, individuals will be supported to find lasting solutions to the difficulties which lead to their frequent contact with crisis mental health services.

Under the guidance and supervision of the Team Leader, the role will entail working closely alongside the following services and teams:

- Mental Health Access Hubs
- Home Treatment Teams
- Crisis Intensive Outreach Team
- AMHPs
- AMHAT
- Street Triage

The support and interventions provided will be underpinned by a philosophy of recovery, social inclusion, and connecting people to their local communities.

To provide a social care service to people experiencing a range of difficulties, who would benefit from enhanced social support so that they can resolve their situation of crisis. This may be for individuals currently receiving a secondary mental health service e.g Home Treatment, or for people who do not normally meet the criteria to access secondary services. A multi-disciplinary team will have an oversight of all individuals being worked with.

Collaborate with other statutory, voluntary and independent sector agencies to provide a community-focused service to people with mental health difficulties experiencing crisis.

Maintain strong links with other parts of the Crisis Plus Service and Warwickshire's AMHP Service.

Receive and fully participate in regular supervision from the Team Leader / Lead Practitioner.

Ensure that Health and Safety responsibilities are carried out in accordance with the Department's health and safety policy and procedures

Ensure that all recording of activity is carried out in accordance with policy and procedures and with due regard to data protection and confidentiality.

Undertake duties that the County Council shall from time to time require which are consistent with the nature and grading of the post

## 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 1a
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### Main Tasks

- Contributes to the social care service received by individuals, families and groups by undertaking case direct work with individuals and families and contributing to the assessment and support planning processes. All work to be carried out in an anti-discriminatory manner, promoting choice, independence and the rights of customers.
- Provides a flexible range of interventions and support to individuals and their families to help to prevent crises and family breakdown and promote mental health recovery.
- Practices accountably, within the prevailing legislative framework and Council policies and procedures, under the supervision of the line manager.
- With appropriate supervision and support, works with adults and families with complex needs to assist them in achieving outcomes.
- Working alongside colleagues, assesses referrals and designs plans for action, and interventions.
- Assists accountable case holders in ongoing adult safeguarding work, 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 more senior professionally affiliated 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,T
To be able to independently interpret and analyse information and facts to solve varied problems	A,I,T
The ability to demonstrate caring skills to meet the welfare needs of our customers, some of whom will have particularly demanding needs and to be able to advise and guide our customers to enable them to solve particular problems	A,I,T
To be able to undertake routine assessment of needs, support planning, monitoring and review for and in partnership with customers and carers	A,I,T
To be able to use own initiative to respond independently to problems and unexpected situations as established in supervision	A,I,T
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands	A,I
The ability and experience to cope with significant emotional demands, caused by contact with customers 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,I,D
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
Satisfactory check through the Disclosure and Barring Service	D

### Desirable criteria

Experience of working within a multi-disciplinary team	A,I
Good understanding of mental health and social care legislation, safeguarding and community care policy as it relates to people with mental health needs	A,I
Personal qualities that contribute to the team's performance	A,I
Good administrative skills, including the ability to use a computerised records system	A,I
Experience of Adult Safeguarding	A,I
12 months experience of working within a community mental health setting	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.

<ul style="list-style-type: none"> <li>Provision of personal care on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>Driving HGV or LGV for work</li> </ul>
<ul style="list-style-type: none"> <li>Regular manual handling (which includes assisting, maneuvering, pushing and pulling) of people (including pupils) or objects</li> </ul>	<ul style="list-style-type: none"> <li>Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)</li> </ul>
<ul style="list-style-type: none"> <li>Working at height/ using ladders on a regular/ repetitive basis</li> </ul>	<ul style="list-style-type: none"> <li>Restricted postural change – prolonged sitting</li> </ul>
<ul style="list-style-type: none"> <li><b>Lone working on a regular basis</b></li> </ul>	<ul style="list-style-type: none"> <li>Restricted postural change – prolonged standing</li> </ul>
<ul style="list-style-type: none"> <li>Night work</li> </ul>	<ul style="list-style-type: none"> <li>Regular/repetitive bending/ squatting/ kneeling/crouching</li> </ul>
<ul style="list-style-type: none"> <li>Rotating shift work</li> </ul>	<ul style="list-style-type: none"> <li>Manual cleaning/ domestic duties</li> </ul>
<ul style="list-style-type: none"> <li>Working on/ or near a road</li> </ul>	<ul style="list-style-type: none"> <li>Regular work outdoors</li> </ul>
<ul style="list-style-type: none"> <li><b>Significant use of computers (display screen equipment)</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Work with vulnerable children or vulnerable adults</b></li> </ul>
<ul style="list-style-type: none"> <li>Undertaking repetitive tasks</li> </ul>	<ul style="list-style-type: none"> <li><b>Working with challenging behaviours</b></li> </ul>
<ul style="list-style-type: none"> <li>Continual telephone use (call centres)</li> </ul>	<ul style="list-style-type: none"> <li>Regular work with skin irritants/ allergens</li> </ul>
<ul style="list-style-type: none"> <li>Work requiring hearing protection (exposure to noise above action levels)</li> </ul>	<ul style="list-style-type: none"> <li>Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibers)</li> </ul>
<ul style="list-style-type: none"> <li>Work requiring respirators or masks</li> </ul>	<ul style="list-style-type: none"> <li>Work with vibrating tools/ machinery</li> </ul>
<ul style="list-style-type: none"> <li>Work involving food handling</li> </ul>	<ul style="list-style-type: none"> <li>Work with waste, refuse</li> </ul>
<ul style="list-style-type: none"> <li>Potential exposure to blood or bodily fluids</li> </ul>	<ul style="list-style-type: none"> <li><b>Face-to-face contact with members of the public</b></li> </ul>
<ul style="list-style-type: none"> <li>Other (please specify):</li> </ul>	