

# 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. The wider generic role profile is set out in Section B.

#### Role Details

Job Title:	Mental Health Social Care Worker - Carers	JEID	SW01B
Salary Grade:	Grade H		
Team:	Specialist Carers Service – Mental Health		
Service area:	Social Care and Support – Mental Health		
Directorate:	People Group		
Primary Location:	North Warwickshire. If the service requires it, you are expected to work across the County and across Teams as needed.		
Political restriction	This post is not politically restricted		
Responsible to:	Social Care Team Manager		
Responsible for:	N/A		

#### Role Purpose

This role is to provide a service to carers of people with mental health needs and is part of the Adult Mental Health Social Care Team. The mental health carers service is a countywide team that specialises in promoting the wellbeing of carers, completing Care Act assessments and reviews, establishing eligibility, providing advice and information and person-centred care planning.

The role will mainly be supporting Carers, but there will be an expectation to undertake other tasks and responsibilities within the remit of this grade in line with the needs of the service when required.

#### Role Responsibilities

- To promote the wellbeing of service users and carers through strengths based and person-centred planning.
- To adhere to the joint values and principles of Warwickshire County Council and the Coventry and Warwickshire Partnership NHS Trust's Partnership Agreement to deliver an integrated mental health and social care service.
- To work in a manner which seeks to prevent and delay care and/or needs through robust Care Act assessments, person centred care and/or, contingency planning, advice and information.

- Undertake communication with professionals and customers both face-to-face, electronically and via video calls.
- Participate in multi-disciplinary meetings and provide a social care perspective.
- Develop knowledge of local services, facilities and resources that are available in the area (for example local voluntary and community groups) to improve carers' wellbeing.
- To provide appropriate advice and information to customers.
- Carry out meaningful conversations to inform and complete strengths-based assessments, determine eligibility, and meet needs through creative and dynamic care planning.
- To review care and support plans.
- To build strong working relationships with the community.
- To refer to advocacy as appropriate.
- To work in line with the Mental Capacity Act 2005 and its guidance.
- Undertake required safeguarding training, have required knowledge of safeguarding policies and procedures and raise any safeguarding concerns with your line manager or other manager in their absence as and when they arise without delay.
- Have an awareness of safeguarding policies and procedures.
- Be responsible and accountable for a caseload.
- Work within the principles and statutory requirements of the Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983, Equality Act 2010, Data Protection Act 2018, GDPR, Human Rights Act 1998 and any other relevant legislation.
- Work in a modern and flexible way using technology.
- Ensure that you record all your work in accordance with policy and procedures and with regard to data protection and confidentiality.
- To maintain accurate electronic case records, produce reports on time and work in line with general data protection regulation.
- Undertake statutory and mandatory training as required and commit to continuing development.
- Receive and fully participate in reflective practice and supervision from the delegated Team Manager.
- Participate in staff appraisal.
- To undertake continuous development.
- Undertake all of the above in accordance with statutory and Directorate policies and procedures.
- Undertake duties that the County Council shall from time to time require which are consistent with the nature and grading of the post.
- Ensure that health and safety responsibilities are carried out in accordance with the Councils Health & Safety policy and procedures and those of the Trust as agreed in the s75 Partnership Agreement

## 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 C: 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
• 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 deadlines and dealing with conflicting demands	A,I

<ul style="list-style-type: none"> <li>The ability and experience to cope with significant emotional demands, caused by contact with clients who are seriously disadvantaged in some way</li> </ul>	A,I
<ul style="list-style-type: none"> <li>Ability to work well with colleagues, including managers, as a member of a team</li> </ul>	A,I
<ul style="list-style-type: none"> <li>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.</li> </ul>	A
<ul style="list-style-type: none"> <li>To be able to operate a keyboard, our client database systems and employ basic computer knowledge and skills</li> </ul>	A
<ul style="list-style-type: none"> <li>Ability to communicate fluently, in writing and verbally, with a wide range of people</li> </ul>	A,I

<b>Desirable Criteria</b>	<i>Assessed By:</i>
<ul style="list-style-type: none"> <li>GCSE in Maths and English</li> </ul>	A,D
<ul style="list-style-type: none"> <li>Experience of working with either service users or carers within mental health field</li> </ul>	A,I
<ul style="list-style-type: none"> <li>A broad knowledge of mental health needs</li> </ul>	A,I

## Section D: 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 hazards 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 in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

### Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing the work health assessment.

<input checked="" type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input checked="" type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use ( <i>call centre</i> )	<input type="checkbox"/> Working with vibrating tools / machinery