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 Worker	JEID	SW01B
Salary Grade:	Grade H		
Team:	Hospitals		
Service Area:	Older people		
Primary Location:	Hospital/community		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader		
Responsible for:			

Role Purpose

An exciting opportunity has arisen to join the Hospital Teams to work directly within Accident and Emergency (A&E). The aim of the A&E worker is to avoid unnecessary admissions and facilitate timely, safe discharges. The worker is responsible for assessing patients attending the Emergency Department and Acute Medicine. The service promotes a holistic approach whereby multi-professional skills are adopted.

In order to facilitate rapid and safe discharges the A&E worker will complete assessment of needs of patients and carers, working collaboratively with other health and social care partners. The aim for the A&E post is to enable patients to remain in the community, avoiding unnecessary admissions, facilitating discharges and preventing readmissions. The worker will assess patients 18 and over who present with any functional difficulty, whether that be cognitive, physical, environmental or psychological.

To work with adult customer groups within Social Care & Support in assessing their needs and arranging support to meet Care Act eligible needs in partnership with health service staff. To increase choice and control through personalisation, supported self assessment and self directed funding.

Role Responsibilities

- To work directly with health partners, in A&E to support with assessments of needs and partnership working with admisison prevention.
- To work as part of a team of therpaists from Homefirst, completing needs led assessments and arranging support packages to assit with the transistion from Homefirst to other services provisiosn.
- Undertake needs-led assessments in consultation with customers, carers and other professionals as partners in the care management process.
- Define, design and cost packages of support using public, private and voluntary agencies in accordance with service criteria and within available resources.
- 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 Manager.
- Maintain accurate and concise case records and produce reports on time, as necessary. All recording uses a computerised client recording system.
- Undertake all of the above in accordance with statutory and council 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.

- The role will require working 5 days over 7 days, to support a streamline serivce and patients.

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, 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 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, T
To be able to undertake routine assessment of needs, support planning, monitoring and review for and in partnership with clients 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 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, 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

	Assessed By:

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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults

☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	