

## Job Description

<b>Job Title:</b> <b>Social Care Officer</b>	<b>Service Area:</b> <b>Adult Social Care Operations</b>
<b>Division/Section:</b> <b>Adult Services</b>	<b>Job Number:</b> <b>5182</b>
<b>Grade:</b> <b>SO1</b>	<b>Date last updated:</b> <b>April 2019</b>

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

### **Overall Purpose of Job**

- The core functions of this role include assessment, support planning, long term support arrangements, and review for customers in the community. The post holder will be required to carry out Mental Capacity Assessments.
- To provide an integrated social care service to an allocated caseload within the agreed performance management, quality assurance and budgetary framework and that the highest standards of service are achieved.
- To act as a member of a team providing an effective, efficient and personalised assessment, support planning, brokerage and review service to adult customers, carers and their families in order to deliver the key strategic aims of the organisation and to ensure that the citizens of Newham have access to high quality services which safeguard and promote their wellbeing.

- To ensure that the principles of personalisation are deployed within their day-to-day practice so that all people are fully supported to have the best possible opportunities and are supported to exercise choice and control to meet the outcomes they define.

## **Job Context**

1. The post holder reports to a Team Manager, Practice Manager or equivalent.
2. The post holder has no line management responsibility.
3. The post holder has no budgetary responsibility.
4. The post holder is expected to work flexibly in line with the Council's policies and to demonstrate ICT competencies and compliance with Newham Council's electronic systems.
5. The post holder may occasionally be required to work evenings, weekends and public holidays, in order to meet service requirements.

## **Key Tasks and Accountabilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

1. To provide high quality, responsive and safe assessment, support planning, brokerage and review services to meet the needs of adult customers and their family/carers to manage risks and prevent harm, and promote an ethos of positive partnerships, within specified allocated resources and in line with national and local standards and operational requirements.
2. To deliver high professional standards of social care practice including: quality and proportionate interventions; clear, sound and up to date recording, decision making and agreed performance management.
3. To deliver personalised services that promote the independence and choice of customers and carers, responds to needs promptly and effectively, and positively manages risk.
4. To facilitate customers and carers in the identification and purchasing of personalised services, seeking alternative, imaginative and flexible solutions where possible, including equipment related solutions within the community to meet their needs.
5. To be responsible for the commissioning of personalised services, seeking alternative, imaginative and flexible solutions where possible.
6. To provide a social care service, including assessment, support planning, brokerage and review activity, and discharge activity to an allocated caseload at an appropriate level of responsibility.

7. To facilitate customers and carers to undertake supported self assessments, support planning and reviews based on outcomes they define and using all appropriate resources and evaluation of potential risks.
8. To assist with safeguarding adult enquiries, assessing and analysing risk and contributing to the development of multi-agency safeguarding adult plans.
9. To comply with the roles and responsibilities within the Safeguarding/Risk Management framework and assist with the delivery of this to a high level of competence. This includes responsibilities in line with the Mental Capacity Act 2005 and the protection of service users' financial resources and affairs where needed.
10. To lead and facilitate meetings for individual customers. Meeting to include other agencies as required, ensuring that people who use services and their family/carers are supported in making a full contribution to the meetings.
11. To ensure that reports for case conferences, panels and reviews are prepared and presented to a high standard, within allocated timescales and evidence the involvement of adults, families and carers.
12. To respond to safeguarding concerns, risk management boards, complaints and routine enquiries and provide detailed responses in accordance with relevant standards and time frames.
13. To ensure that people, including those who do not meet the Council's eligibility criteria, have access to information, advice, and signposting to universal and preventative services which promote health and wellbeing.
14. To provide cover and participate in team duty arrangements on a rota basis in accordance with management instructions.
15. To develop and maintain strong relationships with specialists, support groups and networks to strengthen support available to customers and their families/carers and share knowledge where appropriate.
16. To be an ambassador for Newham's vision for adult social care and the delivery of Newham Council's diversity and equalities strategy in all aspects of their work.
17. To contribute to developing an organisational culture which is positive, forward looking, results orientated and continually improving, and focused on business priorities and meeting individuals' needs.
18. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action and promote equality of opportunity in service delivery.
19. To attend and contribute to supervision and appraisal sessions with the Team Manager, Practice Manager or equivalent level officer and ensure that they are informed of any circumstances requiring management oversight including issues around risk, mental capacity and safeguarding practices.

20. To complete all necessary administrative procedures and maintain high standards of record keeping, ensuring that information is timely, accurate and complete and complies with statutory recording requirements.
21. To keep up to date and comply with corporate and directorate policies and procedures.
22. To undertake mandatory and other relevant training as required.
23. To work with other Social Care Officers, Social Workers, Occupational Therapists and other staff across Adults Services to share skills, experience and knowledge to support policy developments and improve quality standards within the service area and across professional boundaries.
24. To ensure that health and safety policies and procedures are followed at all times.
25. To carry out any other duties that are in line with the purpose and grade of the job.



## Person Specification

<b>Job Title:</b> <b>Social Care Officer</b>	<b>Service Area:</b> <b>Adult Social Care Operations</b>
<b>Division/Section:</b> <b>Adult Services</b>	<b>Job Number:</b> <b>TBC</b>
<b>Grade: SO1</b>	<b>Date last updated: April 2019</b>

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>EQUALITY AND DIVERSITY</b></p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b></p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE:</b></p> <p>A clear understanding of relevant social care legislation and policies relating to adult customer groups.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>Good understanding and knowledge in relation to safeguarding principles and issues, including risk assessment and choice and control.</p> <p>Understanding and commitment to service delivery which embraces the principles of personalisation, is culturally appropriate and responsive to the needs of all people, including the impact of social exclusion.</p>	<p>Application Form/Interview</p>

<p><b>QUALIFICATIONS:</b></p> <p>A social care qualification (e.g. NVQ or equivalent) or demonstrable academic achievement and a willingness and ability to undertake social care training appropriate to the role.</p>	<p>Application Form/Documentation</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>This post is subject to a CRB enhanced disclosure and ISA registration.</p>	<p>Satisfactory clearance at conditional offer stage</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to carry out personalised assessments that clearly identify adults who are at risk or in need.</p> <p>Ability to construct, implement and review personalised support plans that deliver a positive outcome and best value.</p> <p>Ability to make decisions at a level appropriate to the role, achieve success, create innovation and embrace change.</p> <p>Ability to work in partnership with customers, their families and with carers, and other providers including</p>	<p>Application Form/Interview/Practical Assessment</p> <p>Application Form/Interview/Practical Assessment</p> <p>Application Form/Interview</p> <p>Interview/Practical Assessment</p>

<p>statutory and/or third sectors to deliver personalised services.</p> <p>Ability to form appropriate professional relationships and boundaries with adults, carers and their families.</p> <p>Ability to work effectively as part of a team.</p> <p>Ability to provide clear, accurate, and timely case recording and summaries, letters and reports, and the ability to present reports.</p> <p>Good communication, influencing and networking skills with the ability to negotiate effectively and achieve desired outcomes.</p> <p>Ability to organise task and workload independently and meet timescales, demonstrate accountability and seek appropriate management oversight.</p> <p>To demonstrate continuing development, related to practice and contribute positively to the process of supervision and appraisal.</p> <p>Demonstrable IT skills and competence and transferable skills and the capacity to use them and undertake further training to harness their potential in supporting the work of the service.</p> <p>Demonstrable understanding of the requirements of the personalisation agenda and commitment to enablement and maximising independence.</p> <p>Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview/Practical Assessment</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
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