Cumberland Council

Post Specification

Date	**January 2023**
PG Number	**6896**
Post Title	**Social Care Worker**
Job Family	**People Care and Development**
Job Family Role Profile	**PCD8ii**
Final Grade	**Grade 9**

To be read in conjunction with the job family role profile

Service Area description

Short Term Interventions

The Adult Social Care Short Term Interventions Service is for people aged 18+. A primary role of this team is to work across the system to enhance prevention interventions and work to prevent or, delay admission into formal support services. This service will work collaboratively with a range of stakeholders from across the health and social care system and third sector and voluntary groups in Cumbria to ensure short term interventions (including assessment) are undertaken to ensure people are safe and supported using a strengths based approach. The team will support the admission avoidance and the discharge of people from acute and community hospitals in a safe and timely way reducing the risk of delayed transfers of care.

This service will have a key role influencing and shaping Discharge to Assess/Home first models in Cumbria, and ensuring that in all instances people are treated with dignity and respect and are central to discharge planning with a focus on achieving their most independent outcome.

Long Term Assessment and Review Service

The Adult Social Care Long Term Service is for people, aged 18+ who are living in the community and have been identified as having long term care and support needs.
This service will work collaboratively with a range of stakeholders from across the health and social care system and third sector and voluntary groups in Cumbria in ways that recognise strengths, promotes independence and prevents, reduces or delays the need for formal long term care and support provision. Assessments and reviews will be undertaken in a strengths-based way that maximises the use of social capital and community based assets.

The Service will work across health, social care and third sector organisations with a primary focus upon ensuring that all support plans:-

- include robust contingency plans that promote personal resilience to manage temporary changes in need/circumstance
- demonstrate how people will meet their needs from a range of sources, including friends, family, third sector, the community, equipment or assistive technology. Personal budgets will only be allocated for the provision of formal support for identified unmet needs.

Safeguarding Service
The Adult Social Care Safeguarding Service role is to empower and protect those individual's aged 18+ to live in safety, free from abuse and neglect.

This service is responsible for the operational response to all safeguarding concerns and enquiries and will;

- Provide a face to face safeguarding enquiries service to members of the public who by reason of their care and support needs are unable to protect themselves from neglect or abuse.
- Assess the immediate risk of safeguarding concern/s and implement and develop protection plans to mitigate against such risks.
- Complete statutory safeguarding/non-statutory enquiries and reach a conclusion when neglect, harm or abuse has occurred and make recommendation of future actions.
- Work within the making safeguarding personal agenda.
- Work with key partners to enable them to complete internal enquiries where appropriate and audit the findings and actions taken as a safeguarding concern.
- Lead on large scale enquiries where provider failure has safeguarding concerns identified.

Purpose of this post

To work in a team to undertake strengths-based assessments and deliver appropriate person centred support and outcomes for people in Cumbria who have care and support needs.

To work under supervision and guidance for designated case-work. Where cases become more complex, and in negotiation with the line-manager, case responsibility may transfer to a professionally qualified practitioner.

To work in ways that promote independence and enable individuals/groups to maximise their strengths. To work with stakeholders for better outcomes for the people of Cumbria.

The post holder will actively promote the work of the Cumbria County Council, internally and externally, on the development and delivery of continuously improving modern and competitive services for the people of Cumbria.

Key job specific accountabilities

1. To undertake strengths-based care and support assessments, with individuals and their carers, ensuring the development and delivery of personalised support to meet the Council's statutory obligation for the protection and support of adults who have care and support needs.

2. Practice within the relevant national legislation, organisation policies and procedures and ensure compliance with care/clinical governance principles. Carrying out duties according to instruction, legal and procedural frameworks and individual and organisational performance frameworks.
3. To review individual support/action/risk plans, monitor outcomes and recommend any necessary adjustments utilising audit measures to support evidence based practice, ensuring the most effective support for personalised outcomes. This will be undertaken under the guidance and supervision of qualified practitioners.

4. To prioritise and manage a caseload to ensure activities are delivered to an agreed timescale, and deal effectively with communications and situations, gathering information to plan interventions and actions, develop appropriate programmes/plans.

5. To make recommendations regarding appropriate interventions and evidence this clearly in all recording and correspondence, with reference to relevant practice guidelines. Seek advice and guidance as required.

6. Record, monitor and review case information to ensure complete and accurate case recording is maintained.

7. Work with relevant professionals, internal and external partners, within a given area to ensure that assessment and appropriate care and support interventions fit with other existing provisions to maximise benefits and achieve efficiencies from available resources and meet the needs of people.

8. To ensure the effective implementation of the Safeguarding Adult Policies and Procedure and support the Local Authorities statutory Duty under the Care Act. This will involve knowledge of the 6 core principles of Safeguarding Adults and the implementation of Making Safeguarding Personal to promote the wellbeing of people by following established procedures to ensure the personal protection and safety of adults at risk. To make appropriate arrangements to ensure the prevention of harm to, and the protection of adults at risk including referral to the safeguarding processes and procedures.

9. Demonstrate effective communication skills including an ability to discuss and explain sensitive information with people and carers, and produce clear accurate and factual written reports and records in a timely manner using defined policies, procedures and working practices.

10. Act as a point of contact, that communities, people, parents/carers/guardians and their families, can trust and support individuals and groups in making person centred choices and in navigating their way through the care and support system.

11. To seek opportunities for personal development through identified CPD activities.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• Working with internal and external colleagues, people and their families/carers/guardians to ensure people's needs are met within agreed resources which optimise benefits and efficiencies from available resources. Working in strengths based ways with people to prevent, reduce and delay the need for formal services.
Staff Management Responsibilities	• To actively contribute and participate to the success of the team
Other	• To make the most effective use of available resources, particularly those which lie within local communities.

Essential Criteria - Qualifications, knowledge, experience and expertise

- Minimum Level 3 qualification in Care or related field OR Equivalent qualification/experience
- Trusted assessor training or willingness to work towards
- Awareness of working in social care, health care, voluntary or independent sector environments.
- Having an awareness and understanding of risk with the ability to escalate appropriately
- Contribute to work planning and resource allocation
- Ability to influence people to change
- Good interpersonal skills including negotiating, conciliating, and motivational skills
- Good communication skills – written, verbal in a range of situations working with customers, carers, colleagues and stakeholders
- Ability to create innovative strengths-based solutions with customers and their carers
- Ability to contribute to a culture that enables and empowers staff and customers alike
- Ability to plan for and prioritise own case work
- Good time management/punctuality and ability to work to deadlines
- Ability to network effectively with multi-disciplinary organisations Demonstrable information technology skills/competencies.
- Ability to identify and challenge inappropriate practice

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
    - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	Involves occasionally dealing with individuals who are in crisis and distressed.

Physical Demands	Normal requirement for county wide travel and carry laptop and small pieces of equipment Ability to lift up to 15kg on occasion Modest effort, and undertaking manual handling assessments of people which will involve kneeling, crouching Prolonged sitting for computer based tasks
Working Conditions	Involves occasionally dealing with individuals who are distressed and potentially displaying aggressive behaviour. Working in an uncontrolled, challenging environment, in individuals homes Lone working required
Other Factors	
• Ability to travel extensively throughout the County • Some longer journeys for staff visiting people placed out of county. • Flexible working and home visits required	