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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Post title:** | Social Worker/Social Care Assessor |
| **Grade:** | J - K |
| **Responsible to:** | Team Manager |
| **Staff managed:** | None |
| **Date of issue:** | April 2017 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| Social Worker/Social Care Assessors work with adults with care and support needs and their carers in the community and may be part of any of the following teams within Care & Support.   |  |  |  | | --- | --- | --- | | **Care and Support Customer Service Centre** | **Independence, Reablement and Recovery** | **Planned Care and Support** | | You will work within the Care and Support Team in the Customer Service Centre. The Care and Support team is a professionally qualified team made up of social workers, occupational therapy, brokers and safeguarding decision makers and is the first point of contact for Adult Social Care. The aim of this service is to provide a better opportunity to ensure people get the right help at the right time, including diverting many people to other more appropriate solutions for their care needs – thus reducing demand for formal social care services through effective screening and triage to universal services and existing community resources.  The Care and Support team operate a 7 day service.  The Emergency Duty team is the out of hours offer for Children’s and Adults Social Care and provides an emergency response 365 days a year.  In addition social workers/SCA’s and occupational therapists working into the Care and Support team within the CRC will delegated decision making in the absence of the team manager particularly for safeguarding adult referrals. Additional payments will be made to practitioners during their time as part of the Care and Support Team. | There are two distinct parts to this service, an assessment function and a delivery function. You will be responsible for the assessment and support planning element of this team, this will also include the production of reablement plan and working closely with the delivery team ensure that identified outcomes are achieved. This service will operate as an ‘intake’ team into adult social care and will offer time limited interventions with the aim of maximising a person’s independence and recovery. . We see the majority of Adult Social Care assessments to be completed within this service, and only those adults with care and support needs and their cares who require on-going interventions will transfer to Planned Care and Support through a coordinated review.  The reablement offer within this service is a period up to 6 weeks, and the assessment function could be for up to 12 weeks, with OT interventions being longer as they respond to requests for Disability Facilities Grants for major adaptations. The service will also be responsible for the review of work that sits within the OT work tray.  The service will operate a 7 days service – hours of operation are to be confirmed.  Within each team there will be Social workers/SCA’s identified as ‘champions’ with specific knowledge and skills in relation to for example dementia, autism, Learning disability. | This part of the pathway manages and provides services for those adult with care and support needs that require further intervention or specialist interventions. Planned Care and Support teams are generic adult social care teams, working with people with physical disabilities, autism, learning disabilities or older people. Sensory service remain a specialism within Planned Care and Support and the Sensory Social Worker will work with people who are deaf, deafened, deafblind or people who have vision loss. The sensory team is a countywide service and has a number of disciplines with it.  It is assumed that fewer people will be accessing this service as the Care and Support Team, Independence and Reablement service divert more people from formal social care services.  Planned Care and Support describes the part of the service aimed at supporting adults with care and support needs and carers with medium term goals and longer term outcomes again embedded in the values and principles of recovery and maximising independence  The service will provide a care co-ordination function ensuring care is co-ordinated around the adult with care and support needs and carers and every opportunity to maximise independence and promote wellbeing are taken advantage of.  Effective support planning and asset and strength based approaches to assessment and review are essential elements of this service.  The service will operate (tbc) a 7 day service.  Within each team there will be Social workers/SCA’s identified as ‘champions’ with specific knowledge and skills in relation to for example dementia, autism, Learning disability. |   All above service areas will be generic adult social care teams and will provide services to adults with care and support needs and carers, these may include people with a learning disability, autism, older people and people with physical disabilities. Sensory services will maintain a specific specialism within Planned Care and Support.  To maintain professional’s skills and knowledge it is expected that social workers/assessors will rotate across all 3 services areas  Postholders are expected to work at all times in line with the Codes of Practice for Social Care Workers.  An enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required.  Registration with the Health Care Professionals Council (HCPC) is required. |
| Job specifics |
| * Be responsible for the development and co-ordination of reablement plans * Directly commission packages of support for adults with care and support needs or carers to achieve identified outcomes. * Undertake assessments of need with Deaf, deafened and deafblind peopleas allocated by your line manager and where indicated, to undertake assessments of need with carers. * Provide social work services to Deaf, deafened and deafblind people or people with vision loss, including:   + Community work to help support, develop and stimulate local Deaf communities.   + Providing targeted interventions to people requiring help, including safeguarding, in mental health settings and in overcoming everyday barriers to social participation.   + Acting as ‘Best Interests Assessor’ for the whole of Sensory Services following appropriate training. * You will facilitate 1:1 and group sessions with North Yorkshire County Council staff and other professionals working with members of the Deaf community to promote awareness and understanding of Deaf culture. The post holder will work with the Team Manager to contribute to the development of communities to enable the empowerment of Deaf, deafened and deafblind people. Liaising with local, universal and other services to promote vulnerable people’s access to them. |
| Career progression |
| There is a bar at the top of Grade J.  Progression beyond the bar to Grade K is dependent upon 2 years post qualifying experience and that you have successfully completion of the Directorate’s progression process.  Newly Qualified Social Care Assessors (SCA)/ Mental Health Social Workers (MHSW)  Year 1 newly qualified workers will be appointed to the bottom of Grade J and will be supported in their first full year of employment by reduced caseloads and enhanced supervision.  Year 2 onwards following this supported first year Social Care Assessors/ Mental Health Social Workers will train to act as Safeguarding Investigators in Year 2 and as Best Interest Assessors in Year 3.  Having successfully completed this professional development pathway and having successfully completed a Portfolio they can move from pay Grade J to pay Grade K.  The progression portfolio will consist of:          A 1000 word statement written by the worker reflecting on the first full year of practice, signed by the Team Manager to confirm that the worker’s competence and progress are satisfactory.          Evidence of having completed Safeguarding Investigators training.          A 1000 word statement written by the worker reflecting on the second full year of practice, to include references to Safeguarding Investigations undertaken or contributed to, signed by the Team Manager to confirm that the worker’s competence and progress are satisfactory.          Evidence of having successfully completed Best Interest Assessor training.          A 1000 word statement written by the worker reflecting on the third full year of practice, to include references to complex capacity issues and having undertaken Best Interests Assessments, signed by the Team Manager to confirm that the worker’s competence and progress are satisfactory.  All of the above evidence will be examined at a short interview with the SCA/MHSW and their Team Manager by the SCA/MHSWs SM and an SM from another locality.  A joint statement of support to progress from both SMs will then be countersigned by the Head of Service.  The SCA will then progress into Grade K from the first day of the month following the Head of Services’ counter signature.  Newly appointed SCA/MHSWs who are not newly qualified will enter this career structure at a point commensurate with their experience and additional training undertaken.  This entry point and any requirements for progression will be clearly communicated at time of offer of appointment, without the need to complete reflective statements retrospectively. |

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| Structure |

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| **STRUCTURE:**  Independence  Team Managers Grade M  Social Worker/  Assessors  Grade J-Grade K  Occupational Therapists  Grade J  Grade K | Locality Head of  Care & Support  SM2    Service Managers Grade N      Planned Care & Support Team Managers  Grade M  Registered Managers Reablement Grade K  Social Worker/  Assessors  Grade J Grade K  Team Leader  Grade H  Social Care Coordinators  Grade I  Care & Support Workers - Reablement  Grade D |

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| Job Description | |
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| Job purpose | To undertake a range of asset and strength based assessments and interventions to ensure that adults with care and support needs and carers achieve their desired outcomes and wellbeing. To determine eligibility for adult social care service set against the national standard. To work with adults with care and support needs and carers to develop personalised care and support plans that represent best value. To ensure that adults with care and support needs and carers are safe from harm. Where harm or abuse is identified ensuring the safety of the person and undertake the relevant safeguarding enquiries. |
| Operational management | * Undertaking an asset based approach to assessments of need with adults and carersas allocated by your line manager and where requested. * Following assessments, identifying whether or not the adultand/or carers fall within the national eligibility criteria, and communicating this to the adult or carer. * Where the adult or carer fall within eligibility criteria, working creatively and innovatively with the adult with care and support needsand/or carers to develop an agreed care and support plan to achieve the identified outcomes. * Providing professional support and information, advice and guidance to adults with care and support needs and carers on how their needs could be partly or wholly met by access to universal and other non-care services. * Explore opportunities to meet desired outcomes through alternative funding streams for example the voluntary sector or Continuing Health Care funding. * You will support in proactively working towards the increased uptake of direct payments and other service development initiatives including (but not limited to) reablement, personalisation, individual budgets, self-assessment and self-directed care to meet the adult or carers outcomes. * Ensuring value for money and maximise opportunities to generate income for adults with care and support needs and carers. * Undertaking re-assessments and reviews of care pathways as required by your line manager. * Intervening in emergency situations to protect adults with care and support needs or carersand to initiate the appropriate statutory and other actions required, and following the appropriate training and experience to undertake safeguarding adults investigations as Lead Investigator where required by the Team Manager * Maintaining clear, concise and timely records of cases, care pathways and actions in line with the Directorate’s policies on file maintenance. * Participating in the duty system as required by the Team Manager. * Assisting in the collection of performance data using the appropriate IT systems. * Representing the Directorate in court proceedings and with other agencies as required. |
| Communications | * To maintain clear, concise and timely records of cases, care packages and actions in line with the Directorate's policies on file maintenance, this includes electronic and paper records * Communicate to the adults with care and support needs and carers in an appropriate manner to enable effective written and oral communication and is in line with Directorate policies and procedures * Effectively negotiate and manage conversations where there is a disagreement, with the adult with care and support needs and/or their carers and others * Engage with a range of other agencies to maximise choice and resources * Communicate effectively and in a manner and timescale appropriate for the level of urgency, to your manager, other colleagues and professionals |
| Partnership / corporate working | * Participate in training, developmental and project activity including multi-disciplinary and multi-agency activity as agreed with the line manager. * Work with the line manager to contribute to the development of the local community to enable the empowerment of adults with care and support needs and carers. Liaising with local, universal and other services to promote access to them by adults with care and support needs and carers. |
| Resource management | * Provide day-to-day advice and support to less experienced staff. * Be a Practice Educator for students who are placed in or visiting the team as agreed with line Manager. |
| Systems and information | * Ensure that you utilise the current business processes to support the Adult Social Care function in relation to case recording, financial monitoring, ICT. To assist in the collection of client data and make appropriate use of IT systems * Contribute to the ongoing improvement and development of Adult Social Care processes and systems in conjunction with your line manager. * As agreed with your line manager the post holder will assist in the timely and accurate collection of performance data using the appropriate IT systems and processes. |
| Safeguarding | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. * Undertake Safeguarding Adults Investigations, as delegated by the Designated Safeguarding Manager and in line with procedures. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Good working knowledge, understanding and application of the Care Act and regulations. * Knowledge and understand of other relevant legislation for adult social care, for example the Mental Capacity Act. * Knowledge and understanding of social care policy developments and good practice at a local and national level. * Knowledge of statutory requirements, including requirements in respect of carers, equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality. * Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role.   For sensory social workers only   * Knowledge of deafness as a culture and the variety of impacts of deafness on people in society. | * Knowledge of the range of equipment available to support people with a hearing and vision loss |
| Experience   * Demonstrable experience of undertaking assessment of health or social care needs in a community setting. (Newly Qualified workers only) * Demonstrable experience of contributing to the safeguarding of vulnerable adults. (Newly Qualified workers only) * Experience of undertaking assessment of health or social care needs in a community setting. * Experience of inter-agency collaboration practice. * Demonstrable experience of undertaking complex assessment of health or social care needs in a community setting. * Demonstrable experience of initiating the appropriate statutory and other actions required to undertake adult protection investigations. * Experience of working positively in a changing environment. * Relevant community experience for nursing qualified applicants   For sensory social workers only   * Experience of working in a supporting role in the field of deafness or vision loss * Demonstrable experience of undertaking assessments with Deaf, deafened or deafblind people or people with vision loss | * Experience of undertaking safeguarding investigations. * Experience of applying asset and strength based approaches into practice |
| Occupational Skills   * Excellent communication and presentation skills. Ability to use persuasion, influencing and/or negotiation techniques to influence others. * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Resilience skills. Works productively in a pressurised environment and supports others to do so. Ability to act calmly during difficult circumstances and recovers quickly from setbacks. * Effective time management and planning skills, meets deadlines * Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Excellent case recording and report writing skills. * Decision making skills – can make decisions within own area of responsibility which may involve considering risks. * Ability to monitor quality and service standards. * Good IT skills including use of email, intranet, internet, word, excel and inputting date into the Council’s assessment system. * Flexibility and adaptability. * Problem solving skills – uses creativity and innovation to generate solutions to problems. |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * A professional social care qualification e.g. Social Work, DipSW, CQSW with current registration with the HCPC. * A commitment to undertake ASYE if in first two years of qualifying as a social worker and not completed already.     For Social Workers within the Sensory Service   * British Sign Language Level 2 | * Practice Educator or a commitment to undertake the Practice Educator post graduate programme * Signature British Sign Language Level 3 |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.