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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Post title:** | Social Care Coordinator |
| **Grade:** | I |
| **Responsible to:** | Team Manager |
| **Staff managed:** | None |
| **Date of issue:** | August 2021 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| Social Care Coordinators (SCCs) work with adults with care and support needs and carers in the community and may be part of Planned Care and Support Team.  This part of the pathway manages and provides services for those adult with care and support needs and carers that require further intervention or specialist interventions for example sensory services.  It is assumed that fewer people will be accessing this service as the Care and Support Team, Hospital Discharge and Reablement service divert more people from formal social care services.  Community Social Care teams 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.  Community Social Care will be a generic adult social care team 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 Community Social Care.  Postholders are expected to work at all times in line with the Codes of Practice for Social Care Workers.  The service will operate a 7 day service.  Services in the Discharge Hub and Community Social Care Teams will operate over 7 days, with a range of hours between 8am-8pm. Therefore, you will be required to work extended daytime hours and on a weekend, on a rota basis. The specific requirements will be determined by service and operational team requirements.  An enhanced DBS is required. This role involves spoken communications so a confident use of English language is required. |
| Career progression |
| Social Care Coordinator’s (SCCs) could undertake the professional Social Work Qualification, secondment opportunities remain available within the Council linked to the salary sacrifice scheme. SCCs could also consider completing the relevant vocational training for the Registered Managers Award. |

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| Structure |

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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. |
| Operational management | * Undertake timely assessments of need with adults with care and support needs and carers to determine a person’s level of need. All assessments and reviews are undertaken in line with relevant legislation and best practice e.g. asset and recovery based, personalisation and person centered approaches. * Following assessments, identify whether or not the adult and/ or carers fall within the national eligibility criteria, and communicate this to the person. * Where the adult with care and support needs or carer fall within eligibility criteria, to work creatively and innovatively with the adult and / or carers to develop an agreed support package to meet the identified need whilst maximising resources and within the assessed indicative budget. * Promote and support adults with care and support needs and carers to access and use direct payments, other self-managed budgets, self-directed support and self-assessment * Provide 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, including preventative services. * Explore opportunities to meet desired outcomes through alternative funding streams e.g. voluntary sector or Continuing Health Care funding * Support the uptake of direct payments to meet the adult’s or carers outcomes   Or commission, with others, services to meet the adult's or carer's needs, including working closely with Brokerage colleagues.   * Maximise an adult’s ability to manage their own resources and circumstances, enabling them to maintain their independence for as long as possible, including managing risk in a positive manner, avoiding paternalising / maternalising people. * Ensure value for money and maximise opportunities to generate income for adults with care and support needs and carers * Assess for and arrange disability equipment and adaptations to maintain / improve the adult with care and support needs or the carer's independence in daily living activities. * Fit simple equipment, demonstrate to, and educate adults with care and support needs and carers and appropriate colleagues/care workers in the correct use of equipment and/or techniques to enable the adult to achieve optimal independence in activities of daily living. Including referring individuals to the Reablement team and providing support to this team. * Involve advocacy services when appropriate * Undertake re-assessments and reviews of support packages using an asset and strengths based approach. * Maintain regular contact with adults and carers to monitor and respond to changes in their situations. * Operate as a Safeguarding Adults Alerter and also be required to intervene in emergency situations to protect vulnerable adults and to initiate the appropriate statutory and other actions required. Postholders are also expected to assist with Safeguarding Adults Investigations, as delegated by the Designated Safeguarding Manager and in line with procedures. |
| Communications | * 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 - the primary method of record keeping is electronic * Communicate with adults with care and support needs and their carers in an appropriate manner to enable effective written and oral communication and in line with Directorate policies and procedures * Effectively negotiate and manage conversations where there is a disagreement, with adults with care and support needs, 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 team manager, other colleagues and professionals. |
| Partnership / corporate working | * Work with colleagues within Heath and Adult Services, Care and Support, North Yorkshire County Council, also other agencies including health partners and voluntary sector to ensure you maximise resources and opportunities for people. |
| Resource management | * Support the adult with care and support needs and carers to meet their assessed needs within the indicative budget and in a way which maximises resources, where this is not the case you will seek advice from your line manager at the earliest opportunity. |
| Systems and information | * Utilise the current business processes in relation to record keeping, financial monitoring and ICT. * Assist in the collection of data using the appropriate IT systems, including keeping up to date with and supporting organisational technical developments. |
| Safeguarding | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.- |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of Equality & Diversity, Dignity & Respect and Human Rights legislation * Knowledge of the basic framework of the Care Act and its application * Knowledge of the Mental Capacity Act * Knowledge of Direct Payments * Knowledge of basic health and social care policy developments and good practice * Understanding and application of the Social Model of Disability * Knowledge of the Data Protection Act and confidentiality | * Knowledge of Self Directed Support and Personalisation * Knowledge of Safeguarding Adults Procedures |
| Experience   * Experience in an adults’ Health or Social Care setting, working with people with physical or sensory impairments or with older people * Demonstrable experience of assessing adults’ needs in either a community, hospital or residential setting | * Experience of undertaking assessments of social care needs * Experience of preparing and presenting information for continuing health care decisions * Evidence of assisting with safeguarding adults investigations |
| Occupational Skills   * Able to plan for and undertake an assessment of need, including being able to determine what information is needed, undertake the assessment in a timely manner and interpret and analyse the information gathered * Person Centred Approach to work with adults and carers * Asset and strength based approaches with adults and carers * Able to apply eligibility criteria to a social care assessment * Excellent communication and listening skills * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Able to manage expectations, persuade, influence and/or negotiate with people and manage difficult conversations where there are differences of opinion with adults with care and support needs and carers and others. * Able to speak up for and / or on behalf of another person in line with legislation * Able to manage own time to deadlines, manage pressure effectively and cope with setbacks * Able to recognise when advice or support is necessary * Able to use a range of IT and software packages | * Ability to provide and fit equipment where specialist qualification or professional training is not required * Able to conduct informal and formal risk assessments |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Health and Social Care NVQ Level 3 diploma (Adults) * Equivalent vocational qualifications are: Health & Social Care NVQ Level 3 (adults route), NVQ 3 in Promoting Independence, CQF Level 3 Diploma in Health & Social Care   NVQ 4 in Care.    The following professional qualifications would be accepted in place of the Health and Social Care NVQ Level 3 (adult’s route) or CQF Level 3 Diploma in Health & Social Care: Social Worker, Registered Nurse, and Occupational Therapist. | * If professionally qualified to have a registration with the relevant professional body. |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours * Availability to work outside office hours as necessary |  |
| 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**.