

ROLE PROFILE

Job family	Care	Role profile number	CA08-2655	Grade H
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC, NVQ level 4 or equivalent experience/skills. Working towards relevant professional qualification Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third-party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.

Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Social Care Practitioner	
Role profile family:	Care	
Role profile number and grade:	CA08-2655	Grade H
Number of posts:		
Service/Team:	Ageing Well/ Locality Teams (Discharge Services)	
Reports to:	Locality Team Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The overall responsibilities of the service/function are:

These specialist teams are:

- Adult social care locality teams
- Community Team for People with Learning Disabilities (CTPLD)
- Discharge Services
- Mental health team
- Hearing and vision team
- Emergency duty team

The Locality Teams (Discharge Services) cover three Acute hospitals and three Community hospitals, as well as Intensive Rehab care home placements. The Community hospitals are located in Warminster, Chippenham and Savernake. The Acute hospitals are based at Salisbury District

Hospital, Royal United Hospital (Bath) and Great Western Hospital (Swindon). The role involves providing advice, assessment and discharge planning for Customers.

You would be joining an experienced Team of Social Workers and Social Care Practitioners, who are skilled and passionate about the Customers that they provide a service for. Work in partnership, daily, with Customers, Family members, Health Colleagues and other Professionals in order to achieve the best possible outcomes.

Job Purpose

To act as the key point of contact for the customer and coordinate any activities that are required to meet the outcome for the customer. There will be a requirement to undertake Care Act assessments, working with the customer, to identify outcomes and how these can be met. The Social Care Practitioner will be the person who liaises with other professionals to ensure that the customer has an organised and coordinated approach in order to meet their outcomes

Specific duties and responsibilities include:

- Act as the key point of contact for customers, including those who fund their own care, who require our services and coordinate any care, advice and services that the customer may require. This includes care management, provision of equipment, arrangement of services and advice and support.
- Undertake Care Act Assessments with customers in line with the Care Act 2014 and other legislation and organisational policy to identify and agree outcomes and how they can be achieved. It will be necessary at all times to ensure that the customer has choice and control and that the services provided are cost effective and that any risks are clearly identified. Apply the eligibility criteria and financial eligibility in relation to the provision of services. Operate within legislative framework for adult social care.
- Recognise the role and needs of Carers, offering Carer's assessments and providing appropriate advice and support.
- Management of own caseload, prioritising work and tasks appropriately and using effective time management skills. Working within guidelines and using own discretion, identify when specialist (Social workers, Occupational Therapists, other professionals etc.) involvement is required, make the appropriate referrals and ensure effective liaison with the specialists. Arrange case conferences (Multidisciplinary and/or multiagency) if required.
- Ensure effective, timely and appropriate communication with the customers, colleagues, managers and any specialists who may be involved with the customer.
- Be responsible for recording accurate and timely information on the Liquid Logic Database and able to use basic Microsoft software. Adhere to Data Protection/General Data Protection Regulations legislation and confidentiality.
- Understand and deliver on departmental priorities for high quality services, aiming for good results in key Performance indicators.
- Able to identify if a vulnerable person may be at risk and make a safeguarding adult at risk alert in line with the Safeguarding policy.
- Analyse and appraise work and personal development through discussion, participation in supervision and annual appraisal with line manager. Have a commitment to ongoing development.

- Invite feedback, reporting to the Programme Lead, Customer Services as appropriate. Understand and adhere to Complaints Procedures and advise people appropriately if they wish to complain.
- Be able to respond to civil emergencies under instruction

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- HNC, NVQ level 4 or equivalent experience/skills.
- Educated to at least GCSE (Grade C or above) or equivalent standard, including good passes in English & Maths
- Excellent ICT skills including use of Microsoft applications and specialist systems.
- Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, vulnerable adults.
- Previous experience of working in a health or social care environment or similar setting
- Excellent communication and negotiation skills
- Ability to prioritise tasks and work on own initiative against deadlines
- Work without direct supervision and be self-sufficient in planning & organising own work
- Ability to prioritise tasks & work on own initiative against deadlines
- Ability to take ownership for actions & results
- Ability to pay close attention to detail
- Good understanding of the national agenda for Transformation in Social Care
- Ability to work in a person-centred way to meet individual outcomes
- Ability to work with people to balance choice and independence with risk
- To keep up to date with current policies, work practices within Social care. Understands and complies with legislative and policy framework of Adult Social Care.
- Fully fluent in English

Desirable

- Use of Liquid Logic database
- Awareness of Government initiatives in relation to Transformation of Social Care

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

N/A

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a	<input type="checkbox"/>

candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed	<input type="checkbox"/>

<p>procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input checked="" type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>