

## ROLE PROFILE

<b>Job family</b>	<b>Care</b>	<b>Role profile number</b>	<b>CA08-0495</b>	<b>Grade H</b>
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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.

<b>Factor</b>	<b>Relevant Job Information</b>
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	<a href="#">Our Identity</a> 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 elements of <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Social Care Practitioner	
<b>Role profile family:</b>	Care	
<b>Role profile number and grade:</b>	CA08-0495	Grade H
<b>Number of posts:</b>	1 of 6	
<b>Service/Team:</b>	Learning Disabilities & Autism Service (LDAS)	
<b>Reports to:</b>	Team Leader	

### 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:

Operational Adult Services are structured into specialist teams in order to improve the delivery of person centred outcomes for our customers and to evidence this through performance and set standards.

These specialist teams are:

- Adult social care locality teams
- **Learning Disabilities & Autism Service (LDAS)**
- Hospital teams
- Intermediate care team
- Mental health team
- Hearing and vision team
- Emergency duty team

The Learning Disabilities & Autism Service is an integrated health and social care team who support adults with a learning disability – including offering day services and respite care. Social workers work closely together with colleagues from health, harnessing a strong person centred approach to promote choice and independence. They work to support adults with learning disabilities to maintain their independence in the community, and to help everyone reach their potential in life.

## 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 community care assessments, working with the customer, to identify outcomes and how these can be met. The customer coordinator 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 (as defined by the NHS & Community Care Act 1990), provision of equipment, arrangement of services and advice and support.
- Undertake Community Care Assessments in line with the NHS & Community Care Act 1990 and other legislation and organisational policy and Reviews for customers to identify and agree outcomes and how they can be achieved with the customer. 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 Fair Access to Care Criteria 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 Care First Database and be able to use Microsoft software. Adhere to Data Protection legislation and confidentiality.
- Understand and deliver on departmental priorities for high quality services, aiming for good results in key Performance indicators.
- To be responsible for your own health and safety e.g. lone working, and that of anybody else who may be affected by your acts or omissions.
- Analyse and appraise work and personal development through discussion, participation in supervision and annual appraisal with line manager. Have a commitment to ongoing development.
- Be able to identify if a vulnerable person may be at risk and make a Vulnerable Adults alert in line with the Safeguarding policy.

- 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.
- Approve expenditure within clear guidelines and prescribed limits
- Be able to identify ways in which outcomes for people can be met on an individual basis. This involves creative thinking to identify appropriate alternatives. This could include commissioned services, direct payments, individualised budgets and use of universal services within the community.
- Working with people to identify how they do tasks (household tasks, personal care) and look at how they can do these tasks differently in order to encourage and maintain independence. This could involve referral to our Reablement Service.
- Once a need has been established the post holder needs to be able to identify different ways in which this need can be met. This may involve looking beyond commissioned services and requires the ability to research what universal services are available. It is also necessary to think creatively in order to meet needs e.g. can a local public house provide a meal for someone, can a person be taught how to do shopping on-line. The service user can then be given the opportunity to make an informed choice on how they would prefer their needs to be met.
- Identify where a direct payment may be appropriate in order for people to receive a more flexible service or to purchase specific equipment

Specific requirements for this post:

- N/A.

## Person Specification

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

### Essential

- NVQ 4 / HNC in Health or Social Care or ability to demonstrate the skills required and a commitment to work towards this qualification within an agreed timeframe
- Educated to at least GCSE (Grade C or above) or equivalent standard, including good passes in English and Maths
- Excellent IT skills – competent with Microsoft Office packages
- 2 years previous experience working in a health or social care environment.
- Excellent communication and negotiation skills
- Ability to prioritise tasks and work on own initiative against deadlines
- Self-sufficient in planning and organising own work, including recording, storing and retrieving required data and information

- Work without direct supervision
- Ability to work under pressure
- 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.
- Ability to recognise and identify customers who require DoLS pathways 1 & 2
- Ability to recognise all aspects of abuse and a good knowledge of Wiltshire Safeguarding policies

### **Desirable**

- Enthusiasm for the objectives of the team
- Aware of Government initiatives in relation to Transformation of Social Care
- To be an active team player by contributing to the development of the service, ensuring the customer is always at the centre of such developments

### **Career graded posts (where applicable)**

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

N/A

## Supporting information

Driving classification	
<p><b>Occasional driver</b> 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.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	
Political restriction	
<p>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 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 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</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>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</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>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.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.</p>	<input checked="" type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check</p>	<input type="checkbox"/>
<p>The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

