

Kirklees Council

DIRECTORATE: ADULTS AND HEALTH

SERVICE AREA: ADULT SOCIAL CARE OPERATION

JOB TITLE: SENIOR COMMUNITY ASSESSMENT & SUPPORT OFFICER

GRADE: 8

CONTEXT

The Social Care and Wellbeing Service is responsible for a range of services and activities that support people with social care and health needs including carers. The approach used by the service is person centred and known as Putting People First. For someone with social care and health needs the service will aim to promote their choice and control through Self Directed Support and the role of Community Assessment and Support Officer has been created to facilitate self-directed support through new ways of working at a local level.

The Senior Community Assessment and Support Officer role is integral to delivering social care and wellbeing for adults effectively across Kirklees. Given the nature of the work you will undertake as a Senior Community Assessment and Support Officer you will work within designated services which require an in-depth knowledge of adults and how their health and social care needs impact on their day to day lives, a range of skills and abilities to enable you to work with service users, carers and families at times of increasing levels of need and transition. This will often be within the context of working within multi-disciplinary teams. You will be expected to work on your own initiative and have excellent skills in communication and negotiation.

As a Senior Community Assessment and Support Officer you will support people with assessing their needs and help them to identify the outcomes they wish to achieve. This may include supporting them to determine how these outcomes can best be met. This will be formulated through the completion of a Support Plan. To ensure people continue to achieve their objectives and meet their needs you will also at times undertake reviews of their needs or support the person through discharge from hospital or intermediate care services.

You will receive regular supervision from your line manager and have the support of other team members. As a Senior Community Assessment and Support Officer you will be expected to share learning and provide mentoring to new or less experienced members of the team.

Senior Community Assessment and Support Officers are based in the following teams and services.

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Assessment and Hospital Discharge (Community and Hospital)

In these teams you will work either in the hospital setting or Intermediate Care Service.

Hospital

In the hospital setting you will be responsible for supporting individuals to manage their needs through the assessment process who are in-patients at the hospital and who may or may not be known to Social Care and Wellbeing. You will also be part of a team who attend Multi-Disciplinary meetings, this will include link working with particular wards. You will facilitate safe discharges from the hospital including discharge to the re-ablement or intermediate care services. With appropriate support from Deputy Team Managers you will work within the team to respond to urgent / critical situations.

Intermediate Care Services

The intermediate care setting includes residential settings and work with community based services such as Rapid Response. You will work with users and their carers/families to plan a safe discharge from the service and ensure that they are able to achieve choice and control within this process. You will enable users to assess their on- going needs and determine how their outcomes will be met. You will work within a multi-disciplinary team and be linked to the Assessment and Discharge Team for the designated locality.

Support Management (Ongoing Support and Review)

Ongoing Support

In Support Management you will be working with people who are already in receipt of services. You will work with users and their carers/families where there are increasing levels of need and potentially fragile support networks due to carer stress. There will be a need to work with other community based professionals involved with the person and their carer such as Admiral Nurses, CPNs, District Nurses, Community Matrons and providers. With support from Deputy Team Managers you will also work with the team in providing short term intervention and quick responses to more immediate changes in people's circumstances.

Learning Disability

Community Learning Disabilities Teams

This is a Council-led specialist service, along with a Transitions Team that covers the whole Kirklees district. The Community Teams are integrated with Healthcare professionals, and the emphasis is on a Multi-Disciplinary approach to working with people who have a Learning Disability. The emphasis of the teams is to support service users to access mainstream services, and that the other focus of the teams are on those with complex care needs; in particular, Challenging Behaviour, Mental Health, Autistic Spectrum Disorder, Forensic, and Physical Healthcare needs.

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Transitions Team

The Transitions Team covers the Kirklees area and provides support to young people and their families who will require support from specialist services on reaching 18. A wide knowledge base is necessary to provide a holistic assessment and identify appropriate services for young people is required and includes Learning Disability, Mental Health, Autistic Spectrum Disorder, Physical Disability and Challenging Behaviour. The Transitions Team works alongside Children's Services, Health, and Education to provide a smooth transition to Adult Specialist Services. The team need an understanding of children's and adult's legislation and are expected to contribute to statutory and non-statutory multi-disciplinary meetings in order to promote and advise on the role and responsibilities of adult services. The team are expected to represent adult services at various education and partner agency forums and events and provide external agencies and customers with information relating to adult service provision, e.g. FACS, and advice and support across Children's Services.

ABOUT THE JOB

It is important that you read this section in conjunction with the Team descriptions outlined above; this provides basic information about the function of the teams.

As a Senior Team member you will provide a positive role model for new or less experienced members of the team and provide mentoring as required. As you will be working as a Senior Community Assessment and Support Officer within multi-disciplinary teams or settings you will be representing the Council and will be expected to present a positive attitude, be flexible in approach and assertive in a constructive way when necessary. As with other colleagues within your team you will be expected to be part of a duty rota to manage referrals and provide urgent responses as and when necessary. This will be under the direction of the Deputy Team Manager responsible for duty.

For **new customers**, you will support them through the assessment process (Person Led Assessment) to identify their social care needs and the outcomes they want to achieve. This will involve seeking and encouraging the contribution of customers, their carers and relatives as well as others involved in their care e.g. colleagues from Health. Using laid down procedures, you will determine if customers meet the eligibility criteria under Fair Access to Care Services (FACS). This may include considering mental capacity and any actions taken are in customer's best interest and documented appropriately.

You will promote positive risk taking and undertake a risk assessment as part of the person led assessment process to ensure that the identified needs are met. You will work with customers to ensure that identified risks are minimised.

You will liaise closely with Care Navigators. Care Navigators will work with customers to enable them to complete and commission their support plan to meet the identified outcomes. When the support is in place, you will undertake the First Review of the Support Plan with the individual to ensure outcomes are being met.

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For **customers who are in receipt of support** whether through a cash Personal Budget (Direct Payment) or a virtual Personal Budget the cycle of reassessment and review will be undertaken. The needs of customers can change in a short period and in such cases reviews need to be conducted to ensure that services (both residential and in the community) can still achieve the identified outcomes. A full reassessment may be required if the customer's needs and circumstances change significantly.

During the review/reassessment if needs are not met then the care needs may need to be adjusted accordingly. There may also be the need in some cases to provide ongoing care management support for a specified period of time or work with a customer to facilitate engagement especially where cognitive impairment may be an issue. You will work with customers to guarantee that their independence is maintained; looking at the longevity of support plans and providing robust contingency plans to ensure they preserve control and choice.

This role will incorporate carrying out duties within the care management social work field and adhering to the codes of conduct as stipulated in section 62 of the Care Standards Act 2000.

The safeguarding of vulnerable people is an integral part of your role. You may be required to do joint work with an appropriate professional. In all cases safeguarding issues must be discussed with the identified social work professional for guidance and support to identify the appropriate protective measures needed.

You will work to our Service standards and provide a professional, friendly and courteous service. You will need to keep accurate good quality electronic records of the work you do as well as work within our systems to schedule and prioritise your workload.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please read our [safeguarding policy](#).

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KEY RESULT AREAS/OUTCOMES

- 1 That adults:
 - a. Have improved health and emotional wellbeing;
 - b. Have improved quality of life;
 - c. Can make a positive contribution;
 - d. Have increased choice and control;
 - e. Have freedom from discrimination;
 - f. Have economic wellbeing;
 - g. Maintain personal dignity and respect.
- 2 By working with people have a positive impact on their independence, health and wellbeing.
- 3 A more preventative and enabling approach to service delivery is promoted.
- 4 People are encouraged and supported to complete their Person Led Assessment to identify their social care needs.
- 5 Personal Budgets are determined and allocated to deliver the outcomes.
- 6 Support Plans are reviewed in a timely manner in line with procedures to identify if they remain appropriate and meet the identified outcomes.

RESPONSIBLE TO: **DEPUTY TEAM MANAGER**

RESPONSIBLE FOR: **N/A**

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PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. To find out more about Council Behaviours please click [here](#) and click on the tab "Working for Kirklees".

These behaviours will be tested through the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

Experience of working in a caring environment in a paid or unpaid capacity with a relevant service group.
An understanding of legislation, procedures etc. relating to the relevant service user group.
Ability to demonstrate literacy, numeracy and computer skills to complete assessments and correspondence, complete financial statements and keep accurate records.
IT skills to be able to maintain accurate electronic records.
An understanding of the differing physical and emotional needs pertaining to the specific user group.
Ability to identify social care needs of individuals and formulate support plans.
Ability to prioritise and meet deadlines.
Understanding of other agencies and their contribution to service delivery.
Willingness to continue further personal training and development and to agree a personal development plan.
Possession of a full and valid driving licence (exceptions can be made for disabled applicants). Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence and it is expected that you will either use a Council vehicle or your own car.
Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

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