

Social Care Responder – Grade 7

Job purpose

Social Care is at the heart of our communities, providing care and support for vulnerable adults at various stages of their lives and for a variety of reasons. It is challenging and demanding work, yet ultimately rewarding as you can directly make a difference to the quality of a person's life and their day-to-day experiences. Alongside our partners in health, we are continually reviewing the delivery of our services ensuring that patients/people navigate through the right pathways whilst mitigating demand pressures faced by health services and to reflect a shared philosophy of maximising people's independence through Home First solutions.

Kirklees is one of the areas selected as an accelerator site for developing the Urgent Community response (UCR) project. To reflect national guidance, this requires the Council to have an urgent community social care response which will provide additional rapid response capacity for the Kirklees health and care system to individuals (over the age of 18) who need short term input to recover from an 'acute episode' within the community, therefore avoiding a hospital admission or where input for a short-term intervention could reduce the length of their hospital stay. To do this safely and in line with Care Quality Commission requirements, the role of Social Care Responder (SCR) has been developed and sits within the Steps to Support Service which is part of the Council's In-House Provider Services.

The role of SCR will offer delivery of a community and hospital assessment function with a 2-hour response to people in the community who need an identified package of support in the short term to manage a crisis or where support has not been available or assessed for.

The aim of the SCR is to ensure that people avoid unnecessary admission into hospital, and that it enables timely discharges from hospital. SCR will see people where there is a social care need in a crisis, preventing hospital attendance, or to facilitate hospital discharge when a person has not been admitted and not resided for more than 48hrs.

SCR will work on a rota which has been identified to provide operational delivery from 8am to 9pm across 7 days, 365 days of the year including bank holidays. The development to 7-day reablement triage and Social Care Response will enhance the Council's capacity to deliver a safe, urgent social care response and support 7-day working, Discharge to Assess and admissions avoidance pathways across Kirklees.

This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

In this role, you will receive referrals from other Council services or partner organisations. You will be expected to process referrals within a 2-hour period which includes a decision as to whether it is appropriate and identifying a plan to ensure safety.

Following processing and acceptance of a referral, you will see people and work with the person to create an outcome-focused, strength-based support plan to manage their immediate needs.

Examples include:

- Seeing people where there is a social care need in a crisis, preventing hospital attendance, or to facilitate hospital discharge when a person has not been admitted and not resided for more than 48hrs.
- Undertaking initial assessment and create a support plan with the service user in their own home, to include identifying Moving & Handling requirements and medication support.
- Carrying out an urgent response assessment, using the appropriate paperwork, for people who have a further deterioration in their daily living situation or where there is a significant impact on their health and wellbeing. Situations may include carer breakdown or where there is an exacerbation of a long-term condition. This could also be because of concerns raised from community or assistive technology alerts. This may include facilitating a short-term care package for people with social care needs including situations where people are end of life under the Fast Track pathway.
- Support with breakdown in packages of care due to an independent provider's inability to meet service user needs, where they have a direct payment, Personal Assistant (PA) or self-funding arrangement.
- Support with temporary arrangements when bridging increases in care.
- Support in certain situations where someone who has returned from hospital and either had no support needs identified, or they have refused care when in hospital and then need it when get home or have unrealistic expectations either about self or informal carer.

To help with the creation of appropriate support plans, you will:

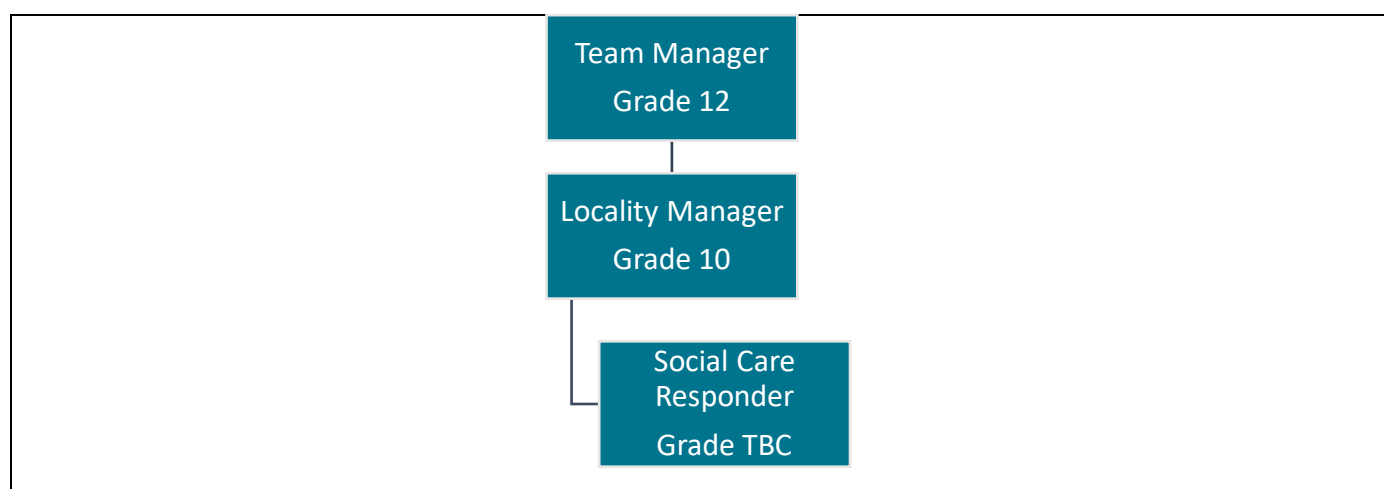
- Use the risk ID document to identify and reduce/minimise any risks in the home environment to an acceptable level for service user and support workers.
- Consider and identify any moving and handling needs, completing risk assessments and putting appropriate plans in place.
- Involve carers and/or relatives where appropriate.
- Undertake mental capacity and best interest assessments in relation to the immediate social care needs.
- Keep updated and retain links to be able to think creatively outside of traditional service provision as well as utilizing a re-ablement ethos.
- Refer on to community-based services quickly i.e., Care Navigation or Community Plus.
- Identify, order, deliver and review use of assistive technology and appropriate equipment and make onward referrals where needed.

- Plan and agree exit strategy, including facilitating any financial discussions / assessment from the onset of the initial contact.

Whilst carrying out your duties and responsibilities, you will ensure that you:

- Maintain compliance with relevant legislation, for example the Care Act, government guidance and statutory duties to facilitate the delivery of effective services.
- Provide advice and information in a professional and customer focused manner.
- Risk assess any issues that may be considered as safeguarding concerns and highlight these to your manager.
- Ensure that all service user related information is treated sensitively, and always adhere to the principles of confidentiality.
- Complete service specific records, including data collection. All information relating to service users will be recorded in a clear, concise, and accurate way and stored in line with council policy and relevant legislation.
- Communicate with and develop positive relationships with service users, colleagues, and other agencies to improve service delivery. You will demonstrate an ability to communicate with service users and carers in an appropriate manner where several barriers may exist, for example, mental state, cultural, language barriers, sensory impairment, challenging behaviours.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience of working in a caring environment in a paid or unpaid capacity	Essential
Understanding of the different physical and emotional needs pertaining to specific user groups	Essential
Understanding of other agencies and their contribution to service delivery	Essential
Have an awareness of requirements of provider services to be able to meet CQC standards and regulations	Desirable
Knowledge of Care Act criteria	Essential
Awareness of legislation relating to Adult Social Care including mental capacity and health and safety	Essential
Flexible and effective time management skills and working as part of a team to respond and manage the priorities	Essential
Ability to demonstrate literacy and numeracy skills to complete assessments and produce correspondence	Essential
Ability to use IT systems and equipment for the recording and communication of information.	Essential
Ability to identify needs of individuals and enabling the service user to develop appropriate support plans	Essential
Ability to respond quickly and prioritise	Essential
Good communication skills to liaise with people with differing needs	Essential
Ability to be confident in own decision making	Essential
Ability to be calm and assertive to de-escalate challenging situations	Essential
Demonstrates professionalism, working well alone and as part of the team, sharing information with other members of the team as required	Essential
Willingness to undertake additional personal training and development and to agree to a personal development plan as required for the role.	Essential
Work on a rota which covers operational delivery from 8am to 9pm over 7 days, 365 days a year, including public holidays.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
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.	Essential

Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours.

Full driving licence and either own car or willingness to use council pool car exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Social Care – Adults	Grading ID	67750
Job ID	TBC	Last Updated	July 2022
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Adults	DBS Type	Enhanced & barred
Health Check	Yes	Politically Restricted	No
24/7 working	Yes	Public Holidays	Yes
Night Working	No	Alternating Pattern	No
Standby	No	Other	Shift Work on Rota
Checked by HR			