

# Senior Community Assessment & Support Officer – Grade 8

## Job purpose

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 carer's, 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 the Care Act Eligibility Criteria. 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/Support Options. Care Navigators and Support Options 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, Care Navigators/Support Options will undertake the First Review of the Support Plan with the individual to ensure outcomes are being met however, you will maintain case responsibility.

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 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.

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

## Key areas of responsibility

That adult's:

- Have improved health and emotional wellbeing.
- Have improved quality of life.
- Can make a positive contribution.
- Have increased choice and control.
- Have freedom from discrimination.
- Have economic wellbeing.
- Maintain personal dignity and respect.

By working with people have a positive impact on their independence, health and wellbeing.

A more preventative and enabling approach to service delivery is promoted.

People are encouraged and supported to complete their Person Led Assessment to identify their social care needs.

Personal Budgets are determined and allocated to deliver the outcomes.

Support Plans are reviewed in a timely manner in line with procedures to identify if they remain appropriate and meet the identified outcomes.



There is an expectation that all SCASO's complete mental capacity assessments and undertake best interest decisions where it is believed someone lacks capacity and needs support to enable decision making and best interest decisions made on their behalf as required under the Mental Capacity Act 2005.

## Position of job in organisational structure

Please see specific job focus sheet.

## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of working in a caring environment in a paid or unpaid capacity with a relevant service group.	Essential
An understanding of legislation, procedures etc. relating to the relevant service user group.	Essential
Ability to demonstrate literacy, numeracy and computer skills to complete assessments and correspondence, complete financial statements and keep accurate records.	Essential
IT skills to be able to maintain accurate electronic records.	Essential
An understanding of the differing physical and emotional needs pertaining to the specific user group.	Essential
Ability to identify social care needs of individuals and formulate support plans.	Essential
Ability to prioritise and meet deadlines.	Essential
Understanding of other agencies and their contribution to service delivery.	Essential
Willingness to continue further personal training and development and to agree a personal development plan.	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
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

## 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](#).

Driving licence or able to travel independently across Kirklees, 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	63800
Job ID	80101037	Last Updated	June 2020
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category	Adults	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		