

Kirklees Council

DIRECTORATE: ADULTS AND HEALTH

SERVICE AREA: ADULT SOCIAL CARE OPERATIONS

JOB TITLE: COMMUNITY ASSESSMENT & SUPPORT OFFICER

GRADE: 6 – 7
(Progression to Grade 7 is via assessment)

CONTEXT

These roles have been created as a result of a government initiative for Adult Social Care called “Putting People First” which promotes new ways of working at a local level. We want communities and carers to play a central role in making sure that people in the community have more control over their lives, more choices, help and information to meet their needs and have the chance to do things that others take for granted and ultimately maintain their independence.

These roles are integral to delivering adult social care effectively across Kirklees. You will be part of a team within Adult Social Care. The Service is responsible for helping people to assess their social care needs and how their individual budgets are spent. You will also support people to identify the social care outcomes they wish to achieve and support them to determine how these outcomes can best be met.

You will be linked with teams that are part of Adult Social Care although most of your time will be spent working on your own initiative in the community. You will receive regular supervision from your line manager and have the support of other Community Assessment and Support Officers where you will share learning and experiences.

ABOUT THE JOB

You will be working with people in the community who have particular social care needs or a carer. As part of the Self Directed Support Pathway, referrals will be received from differing sources; your role will be to support customers through an assessment process (Person Led Assessment) to identify their needs. 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). You will undertake a risk assessment as part of the person led assessment process to ensure that the identified needs are

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met and you will work with customers to ensure that customer's risks are minimised and promote positive risk taking.

You will liaise closely with Care Navigators who will work with customers to identify the support needed to meet their outcomes. When this is in place, you will review the Support Plan with the individual to ensure outcomes are being met. 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 set outcomes. 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 click to read our [safeguarding policy](#). Alternatively go to: <http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx>

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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 in the community to have a positive impact on people's independence, health and well-being.
- 3 A more preventative and enabling approach to service delivery is promoted.
- 4 Service users are encouraged and supported to complete their Person Led Assessment to identify their needs.
- 5 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 1. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout 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.
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 needs of individuals and formulate support plans.
Ability to prioritise and meet deadlines.
Understanding of other agencies and their contribution to service delivery.
Ability to work evenings, weekends and Public Holidays when required.
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). <i>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.</i>
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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JD Reference No	GEN001
JD Amended/Prepared By	EC/EMTM
Graded	11.05.12 & 01.06.12
Job ID	62240 3342323341223 62250 4342423342222
JD Amended On	30/04/2015
Refers to Estab(s)	

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