

Job Title	Range ¹	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Social Care officer	Range 4				
		Provide a comprehensive and competent response to people who contact Adult Social Care, having conversations (assessment) based on the person's strengths, providing advice, information and guidance, linking people into community services where necessary, to ensure that statutory duties are met. Work collaboratively with multi-disciplinary teams both in the community and/or within the hospital setting in facilitating timely and effective care and support plans to maximise independence at home or to return home with a 'home is best' ethos. Liaise with multiple internal and external organisations (for example: GPs, Community Mental Health Teams and Housing) to ascertain additional information as required, so as to identify the appropriate support for a person. Deliver high-quality, person-centred care and support, identifying what is important to the individual to help them to live the life they want to live. This includes undertaking an assessment of care and support needs and the implementation of appropriate care or welfare in the least intrusive way that supports the individual's best interests. Support people and their carers, family members or others in their support network, to build and	Requirements at this level: <u>Qualifications</u> - QCF Level 3 in Health & Social Care, Level 3 Diploma in Adult Care or equivalent Level 3 qualification. - Minimum of 5 GCSE (grade 4-9) including Maths and English or equivalent <u>Knowledge</u> - Awareness of our statutory responsibilities under the Care Act 2014 – care and support needs and eligibility criteria. - Awareness of digital technologies, including tech enabled care. - Awareness of Mental Capacity Act. - Awareness of Deprivation of Liberty Safeguards (DoLS). - Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.	Requirements at this level in addition to level 4A: <u>Qualifications</u> - Evidence of ongoing continuous professional development. - Training on what is required to complete a CHC checklist. <u>Knowledge</u> - Knowledge and understanding of our statutory responsibilities under the Care 2014 – care and support needs and eligibility criteria. - Knowledge, understanding and application of the strengths-based practice and the concept of the conversations model (1, 2 and 3 and when to move between them) and confident to apply in practice. - Knowledge of different client groups (OP, MH, LD), the interventions that might be required and when to adapt to the circumstances of the individual. - An Understanding of how internal teams and procedures work within ASC and how they support your role, for example financial assessments, CFA, brokerage, commissioning, - Knowledge of indicators of Continuing Health Care (CHC) and what is required to complete a checklist is appropriate.	Requirements at this level in addition to level 4A and 4B: <u>Qualifications</u> <u>Knowledge</u> - Comprehensive knowledge and understanding of how to identify risk and complete appropriate risk assessment documentation. - Knowledgeable regarding information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group. - Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health.

		maintain community links, and to live as independently as possible, for as long as possible. Build and develop relationships with wider partners to conduct person-centred reviews, including annual statutory reviews, of individuals' care and support plans, and work together to enable people to achieve their personal outcomes. Independently carry a case load and manage this with regular informal and formal supervision from a Senior Social Worker/Team Manager, ensuring that progress is made in a timely manner and that appropriate actions are delivered effectively. Undertake safeguarding enquiries as directed to ensure vulnerable people are safeguarded and promote making safeguarding personal by demonstrating relevant values and ethics through day-to-day work. Undertake a range of complex tasks and assessments, such as writing reports, letters, presentations and needs assessments, presenting complex and/or sensitive information in an understandable way, using a variety of methods that meet the needs of a range of audiences. Provide advice and guidance on established internal procedures which may involve some interpretation of policy and procedures to meet specific circumstances or problems relating to the well-being of people. This will include the requirement to implement regulations which have a direct impact on the health, safety and well-being of people.	<u>Experience</u> • Experience of listening to people to understand what is important to them and to build on their wishes. • Experience of accurately recording information and data. • Experience of working in a health or social care setting or other relevant	• Has acquired knowledge to recommend appropriate new digital technologies, including tech enabled care • Knowledge of Self-Directed Support including Direct Payments and the ability to explain this option and make a referral. • Awareness of partners e.g. Health, and the voluntary sector. • Understanding of the fundamental principles of prevention and strength-based practice as laid out within the Care Act 2014 – Prevent, Reduce, Delay (building individual resilience, working with partners, linking to community resources etc). • Knowledge and understanding of statutory responsibilities to provide advocacy to assist a person to understand assessment, support planning and review processes. • Awareness and understanding of the mental capacity assessment process. and ability to recognise where there may be issues of capacity. • Awareness and knowledge of Deprivation of Liberty Safeguards in order to ensure any conditions of the DoLS are being met. <u>Experience</u> • Experienced in undertaking visits to complete conversation 1 and use knowledge of local resources to refer and signpost. • Experience of completing a conversation 2 and monitor the short term plan. With support, monitor the plan to ensure support is appropriately reduced.	<u>Experience</u> • Experience of contributing to and challenging other professionals appropriately in multi-agency /professionals' meetings. • Experienced in the completion of supported living and nursing home reviews.
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			experience	• Has experience of completing conversation 3, applying eligibility and providing support, including packages, day activities and considering appropriate resources to meet needs. • Experience of balancing individuals needs and service requirements allocating only necessary support required. • Experience of completing carers assessments and support plans with experience of seeking views and co-producing solutions with the people who access our services. • Experienced in the completion of a support plan outlining how all eligible needs and other needs will be met. Works with individuals to ensure they are fully aware of all options available to them and co-produce solutions with individuals to meet their needs. • Experience of connecting individuals to the right people, communities and organisations to make their lives better. • Experienced in undertaking and facilitating difficult conversation with individuals and families where appropriate. • Experience of completing reviews, including packages of care, day activities and residential, referring to supervisor for increases/decreases or changes. • Experienced in raising appropriate referrals to the advocacy service to support individuals participation in all aspects of their social care journey. • Experience of recommending the most cost-effective solution and provides justification of request to	• Experience of contributing to the mental capacity assessment process for an individual. • Experienced in identifying when an individual is deprived of their liberty in the community and appropriately report to their supervisor. • Experience of promoting new technology to individuals to increase their independence.
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			meet eligible needs. • Experience of producing accurate case notes and all documents in accordance with professional standards. <u>Skills</u> • Works independently to manage own caseload, raising issues as appropriate, prioritise work and timely closing of cases. • Ability to maximise the prevention and enablement resources available to prevent, reduce and delay the need for long term services. • Demonstrates ability to apply a strengths-based approach and set new outcomes/consider changes /increases/decreases. • Able to recommend appropriate new digital technologies, including tech enabled care. • Able to apply professional curiosity to individual cases exploring more deeply whats happening for an individual using proactive questioning <u>Safeguarding Adults at Risk</u> Refer to KMSAB- Safeguarding Competency framework basic 1-5,6& 7: • Know the different forms of abuse and how to recognise indicators / signs of them. Demonstrates an understanding of the factors that might increase risk of abuse and vulnerability.	<u>Skills</u> • Ability to mentor and support the learning of staff, sharing knowledge, for example, of client groups (OP,MH, LD) and resources. • Ability to actively engage with individuals who decline services and/or engage the support of others to achieve this. • Demonstrate a solution focused approach, working with individuals to support their needs, and enable positive risk taking. • Be able to advocate effectively the wishes of individuals within complex situations • Able to identify risk and complete appropriate risk assessment documentation. <u>Safeguarding Adults at Risk</u> • Refer to KMSAB - Safeguarding Competency framework – applicable competencies within 8,9,10 & 12: • Understanding of theories of abuse and the cycle of victimisation.
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				- Has the knowledge to recognise an adult potentially in need of safeguarding and take action. - Understanding the procedures (Kent & Medway Safeguarding Adults Board policy and procedures) for raising a safeguarding adult concern. - Demonstrate skills and knowledge to contribute effectively to the safeguarding process. - Understands need to be aware and challenge organisational cultures that may lead to poor practice in safeguarding. - Has experience of maintaining accurate and complete records and promoting interagency information sharing and judging when and how to share information with others in accordance with relevant legislation, policy and guidance.	- Understands the impact of abuse on victims, families and carers. - Understands the information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group. - Understanding of how perpetrators of abuse may be vulnerable themselves and require support. - Understands when emergency protection plans may be required. - Experienced in ensuring service users/carers are supported appropriately to understand safeguarding issues and are fully aware of all options available to them to maximise their decision making. - Experienced in ensuring service users/carers are aware of the preventative measures that they may be able to put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement. - Ability to take action to secure the immediate safety of the adult at risk of abuse. - Demonstrable experience of challenging poor practice at an intra and inter-agency level.
Deaf Services Assessment & Support Worker	Range 4	Duties			
		Work directly with adults to establish their wishes and feelings, using a variety of techniques, as required, demonstrating and modelling good practice that reflects a commitment to relationship and strengths-based	<u>Requirements at this level:</u> <u>Qualifications</u> BSL Level 2 minimum (accredited course SIGNATURE or CACDP)	<u>Requirements at this level in addition to level 4A:</u> <u>Qualifications</u> Evidence of ongoing continuous professional development	<u>Requirements at this level in addition to level 4A and 4B:</u> <u>Qualifications</u>

		practice, in collaboration with adults, their families, and carers. Undertake a range of complex tasks and assessments, such as writing reports, letters, presentations and needs assessments, presenting complex and/or sensitive information in an understandable way, using a variety of methods that meet the needs of a range of audiences. Deliver high-quality, person-centred care and support, identifying what is important to the individual to help them to live the life they want to live. This includes undertaking an assessment of care and support needs and the implementation of appropriate care or welfare in the least intrusive way that supports the individual's best interests. Provide advice and guidance on established internal procedures which may involve some interpretation of policy and procedures to meet specific circumstances or problems relating to the well-being of people. This will include the requirement to implement regulations which have a direct impact on the health, safety and well-being of people, Establish formal and informal links with partner agencies and colleagues within the council, including colleagues in Adult Social Care, partner agencies including health, police, housing, voluntary and faith organisations and other adult social care professionals to ensure that services are delivered cohesively and meet the needs of the individual and promote and develop the service with deaf and deafened individuals, working alongside NHS audiology and voluntary sector partners. Assess individuals who have become deaf for appropriate specialist	- Minimum of 5 GCSE (grade 4-9) including Maths and English or equivalent Knowledge - Awareness of our statutory responsibilities under the Care Act 2014 – care and support needs and eligibility criteria. - Awareness of digital technologies, including tech enabled care. - Awareness of Mental Capacity Act. - Awareness of Deprivation of Liberty Safeguards (DoLS). - Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations. - Knowledge of basic equipment appropriate to people who are deaf or deafened. - Familiarity of available services and community assets to support individuals. - Understanding the roles of partners e.g. Health, local audiology services and the voluntary sector. - Awareness and understanding of carers.	Knowledge - Knowledge and understanding of our statutory responsibilities under the Care 2014 – care and support needs and eligibility criteria. - Knowledge, understanding and application of the strengths-based practice and the concept of the conversations model (1, 2 and 3 and when to move between them) and confident to apply in practice. - Knowledge of available service and community assets to support individuals include those specifically for deaf people- ensuring this is kept up to date and available to share with the team. - Knowledge of a wide range of specialist equipment appropriate to people who are deaf or deafened. - Knowledge of Self-Directed Support including Direct Payments and the ability to explain this option and make a referral. - Understanding of the fundamental principles of prevention and strength-based practice as laid out within the Care Act 2014 – Prevent, Reduce, Delay (building individual resilience, working with partners, linking to community resources etc). - Knowledge and understanding of statutory responsibilities to provide	Knowledge - Comprehensive knowledge and understanding of how to identify risk and complete appropriate risk assessment documentation. - Extensive knowledge of resources both internal and external to the council and the ability to share your knowledge with other team members and other teams. - Knowledge of a wide range of specialist equipment appropriate to people who are deaf or deafened and up-to date with technologies which includes understanding and incorporating new digital technologies, including tech enabled care. - Knowledgeable regarding information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group. - Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health
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		equipment to support independence including flashing light doorbells and loop systems. Undertake the handling and processing cash and documentation relating to individuals to meet need as appropriate and ensuring that Council policy is adhered to at all times.	- Awareness of budget considerations and evidence of a focus on prevention and community resources <u>Experience</u> - Experience of listening to people to understand what is important to them and to build on their wishes. - Experience of accurately recording information and data. Experience of working in a health or social care setting or other relevant experience	advocacy to assist a person to understand assessment, support planning and review processes. - Awareness and understanding of the mental capacity assessment process. and ability to recognise where there may be issues of capacity. - Awareness and knowledge of Deprivation of Liberty Safeguards in order to ensure any conditions of the DoLS are being met. <u>Experience</u> - Experienced in undertaking visits to complete conversation 1 and use knowledge of local resources to refer and signpost. - Experience of completing a conversation 2 and monitor the short-term plan. With support, monitor the plan to ensure support is appropriately reduced. - Experience of balancing individuals needs and service requirements allocating only necessary support required. - Experience of completing carers assessments and support plans with experience of seeking views and co-producing solutions with the people who access our services. - Experienced in the completion of a support plan outlining how all eligible needs and other needs will be met. Works with individuals to ensure they are fully aware of all options available to them and co-produce solutions with individuals to meet their needs - Experience of connecting individuals to the right people, communities and	<u>Experience</u> - Supports and mentors less experienced colleagues through completion of joint visits and shadowing opportunities, sharing knowledge. - Experienced in listening to people to understand what is important to them, build on their wishes and to connect them to the right people, communities and organisations to make their lives work better. - Experienced in contributing to the mental capacity assessment process for an individual. - Experience of identifying when an individual is deprived of their liberty in the community and appropriately report to their supervisor. - Experienced in advocating effectively the wishes of individuals within complex situations and seek guidance from supervisor. - Experience of promoting the service and ensuring awareness and the profile of deaf services is raised for staff and the wider council and addressing
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			organisations to make their lives better. - Experienced in undertaking and facilitating difficult conversation with individuals and families where appropriate. - Experience of completing reviews, including packages of care, day activities and residential, referring to supervisor for increases/decreases or changes. - Experienced in raising appropriate referrals to the advocacy service to support individuals' participation in all aspects of their social care journey. - Experience of recommending the most cost-effective solution and provides justification of request to meet eligible needs. - Experience of producing accurate case notes and all documents in accordance with professional standards. <u>Skills</u> - Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. - Ability to use of Microsoft Word, Excel, PowerPoint, Teams and Outlook. - Good listening and observational abilities and decision-making skills.	communication needs of individuals whom they support. <u>Skills</u> - Ability to contribute to and challenge other professionals appropriately in multi-agency /professionals' meetings - Ability to think creatively and develop innovative solutions. - Be able to advocate effectively the wishes of individuals within complex situations - Able to identify risk and complete appropriate risk assessment documentation.
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			• Ability to promote ethical practice and report concerns. • Ability to identify and highlight areas of risk for individuals. • Good interpersonal skills both written and verbal with individuals, colleagues and partner agencies. • Ability to understand and identify people's specific communication needs in relation to their deafness. <u>Safeguarding Adults at Risk</u> • Awareness and understanding of what safeguarding is and their role in safeguarding adults. • Have an awareness of policy, procedures and legislation that supports safeguarding activity.	• Developed skills tailored to individuals' unique communication requirements in connection with their hearing impairment. • Able to recommend appropriate new digital technologies, including tech enabled care. <u>Safeguarding Adults at Risk</u> Refer to KMSAB- Safeguarding Competency framework basic 1-5,6& 7: • Know the different forms of abuse and how to recognise indicators / signs of them. Demonstrates an understanding of the factors that might increase risk of abuse and vulnerability. • Has the knowledge to recognise an adult potentially in need of safeguarding and take action. • Understanding the procedures (Kent & Medway Safeguarding Adults Board policy and procedures) for raising a safeguarding adult concern. • Demonstrate skills and knowledge to contribute effectively to the safeguarding process. • Understands need to be aware and challenge organisational cultures that may lead to poor practice in safeguarding.	<u>Safeguarding Adults at Risk</u> • Refer to KMSAB - Safeguarding Competency framework – applicable competencies within 8,9,10 & 12: • Understanding of theories of abuse and the cycle of victimisation. • Understands the impact of abuse on victims, families and carers. • Understands the information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group. • Understanding of how perpetrators of abuse may be vulnerable themselves and require support. • Understands when emergency protection plans may be required. • Experienced in ensuring service users/carers are supported appropriately to understand safeguarding issues and are fully aware of all options available to
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				Has experience of maintaining accurate and complete records and promoting interagency information sharing and judging when and how to share information with others in accordance with relevant legislation, policy and guidance.	them to maximise their decision making. - Experienced in ensuring service users/carers are aware of the preventative measures that they may be able to put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement. - Ability to take action to secure the immediate safety of the adult at risk of abuse. - Demonstrable experience of challenging poor practice at an intra and inter-agency level.
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