

Job Description

Job title	Social Care Officer
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	Team Manager

Main purpose of the job:

Work to support adults with care and support needs, their families and carers to make a positive difference every day. Support people to make informed choices to live as full and safe lives as possible.

Work in partnership to ensure support is appropriately coordinated and communication is effective between agencies and other parties.

Work closely with service providers and other agencies to support people to work towards their independence and wellbeing goals and outcomes.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

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 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.]

[At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.]

Key Corporate Accountabilities:

[To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to the Adults we work with:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be responsive
- ✓ Be understanding
- ✓ Be honest
- ✓ Be focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

Make no decision about me without me. |

Organisation:

This role reports to the | Team Manager .

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees. |

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

| HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 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

Level B (in addition to level A criteria)

- Evidence of ongoing continuous professional development.
- Training on what is required to complete a CHC checklist.

Level C (in addition to levels A and B) |

Knowledge

Level A

- 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.

Level B (in addition to level A criteria)

- 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.
- 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.

Level C (in addition to levels A and B) |

- 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.
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Experience

Level A

- 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

Level B (in addition to level A criteria)

- 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.
- 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 meet eligible needs.
- Experience of producing accurate case notes and all documents in accordance with professional standards.

Level C (in addition to levels A and B)

- 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.
- 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.

Skills

Level A

- 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 Microsoft Word, Excel, PowerPoint, Teams and Outlook.
- Good listening and observational abilities and decision-making skills.
- 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.

Level B (in addition to level A criteria)

- 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 what is happening for an individual using proactive questioning

Level C (in addition to levels A and B)

- 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.

Safeguarding Adults at Risk

Level A

- 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.

Level B (in addition to level A criteria)

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.
- 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.

Level C (in addition to levels A and B) |

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 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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