

## Job Description

Job title	Deaf Services Assessment & Support Worker
Directorate	PEOPLE : Children and Adults
Division	Deaf Services Team
Range	MPR 4
Reports to	Team Manager – Locality and Deaf Services Team

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### Main purpose of the job:

To work within a community based social work locality team to work with deaf/deafened people by providing assessments, support and equipment to help them to live independently. Support deaf people to live safely, independently & promote wellbeing, facilitating support through communication with other agencies and community groups advocating for deaf people to have fair access to service and allow them to make choices as to how they meet their assessed need and preferred lifestyle.

Manage a case load of individuals who are deaf or deafened 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.

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

### Accountabilities and outcomes:

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 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 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.

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.

## Organisation:

This role reports to the Team Manager – Locality & Deaf Services Team

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

- BSL Level 2 minimum (accredited course SIGNATURE or CACDP)
- Other related professional qualification, e.g. Rehabilitation Worker for Visually Impaired

#### Level B (in addition to level A criteria)

- A minimum of 12 months working at 4A
- Evidence of ongoing continuous professional development

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

- A minimum of 12 months working at 4B.
- Diploma in Deaf Blind Studies (or willing to work towards this)
- Evidence of ongoing continuous professional development

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### Knowledge

#### Level A

- Understanding of the concept of each conversation 1, 2 & 3 and when to move between them.
- Understanding of our statutory responsibilities under the Care Act 2014 – care and support needs and eligibility criteria
- Knowledge of Self-Directed Support including Direct Payments and the ability to explain this option and make a referral.
- Understanding of how internal teams and procedures work within ASC and how they support your role, for example financial assessments, CFA, brokerage, commissioning, sensory etc.
- 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.
- 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).
- Awareness and understanding of carers.
- Knowledge of Mental Capacity Act and demonstrate ability to recognise where there may be issues of capacity.
- Awareness of Deprivation of Liberty Safeguards and understand the implications of an individual subject to a DoLS within placements.
- Knowledge and understanding of statutory responsibilities to provide advocacy to assist a person to understand assessment, support planning and review processes.

#### **Safeguarding Knowledge**

- Refer to KMSAB- Safeguarding Competency framework basic 1-5,7.
- Understand what safeguarding is and their role in safeguarding adults.
- 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.
- Recognise an adult potentially in need of safeguarding and take action.

- Understanding the procedures (KMSAB policy and procedures) for raising a safeguarding adult concern.
- Have knowledge of policy, procedures and legislation that supports safeguarding activity.
- Explicit understanding of issues of confidentiality and data protection.
- Be able to use appropriate forms and recording systems including safeguarding concern and inquiry.

#### Level B (in addition to level A criteria)

- Comprehensive knowledge and understanding of the concept of conversations model (1, 2 & 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.
- Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health
- Knowledge of a wide range of specialist equipment appropriate to people who are deaf or deafened.
- Good understanding of the fundamental principles of prevention and strength-based practice as laid out within the Care Act 2014 – (building individual resilience, working with partners, linking to community resources etc).
- Awareness and understanding of the mental capacity assessment process.
- Awareness and knowledge of Deprivation of Liberty Safeguards in order to ensure any conditions of the DoLS are being met. Be able to identify when an individual is objecting to their placement and report to supervisor.
- Maximise prevention and enablement resources available to prevent, reduce and delay the need for long term services.
- Recommend the most cost-effective solution and provide justification of request to meet eligible needs.

#### **Safeguarding Knowledge**

- Refer to KMSAB- Safeguarding Competency framework – applicable competencies within 6&7 in addition to 1-5
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process.
- Be aware and challenge organisational cultures that may lead to poor practice in safeguarding.
- Take action to secure the immediate safety of the adult at risk of abuse.

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

- Comprehensive knowledge and understanding of the concept of conversations model and confident to apply in practice and mentor new staff.
- 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 (Understand and incorporate new digital technologies, including tech enabled care)
- Comprehensive understanding of the fundamental principles of prevention and strength based as laid out within the Care Act 2014 – (building resilience, working with partners, linking to community resources etc).

#### **Safeguarding Knowledge**

Refer to KMSAB

- Safeguarding Competency framework – applicable competencies within 8,9,10 & 12

- Ensure service users/carers are aware of the preventative measures that they may be able to be put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement.
  - Provide information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.
  - Recognise perpetrators of abuse may be vulnerable themselves and require support.
  - Show understanding of theories of abuse and the cycle of victimisation.
  - Describe when emergency protection plans may be required.
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## Experience

### Level A

- Experience of undertaking assessment of needs and implementing appropriate support focussing on the specific sensory challenges of the individual and contributing towards reviews and support plan.
- Experience of being able to listen 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 undertaking visit to complete conversation 1 and use knowledge of local resources to refer and signpost.
- Experienced in recognising when a conversation 2 is appropriate for reablement or a short-term intervention and support due to a crisis. The emphasis is Prevent, reduce, delay the need for ongoing support.
- Experienced in connecting and signposting individuals to appropriate community groups and resources.
- Maintains each individuals ESCR with clear factual and concise recording on case notes and all documents in accordance with professional standards
- Work under close supervision to manage own caseload, raising issues as appropriate, prioritise work and timely closing of cases
- Awareness of budget considerations and evidence of a focus on prevention and community resources
- Develop an understanding of the range of cost-effective solutions to meet eligible needs and ability to recommend through supervision.

### Level B (in addition to level A criteria)

- Experience of completing a conversation 2 and putting together a short-term plan of support, until the individual can regain independence. With support monitor the plan to ensure support is appropriately reduced.
- Experience of completing carers assessments and support plans.
- Mostly works independently to manage own caseload, raising issues as appropriate, prioritise work and timely closing of cases.
- Experience of raising appropriate referrals with supervision to the advocacy service to support individuals' participation in all aspects of their social care journey.
- Support and mentor less experienced colleagues through completion of joint visits and shadowing opportunities, sharing knowledge.
- Maintain accurate and complete records and promote interagency information sharing and judge when and how to share information with others in accordance with relevant legislation, policy and guidance.
- Co-produce solutions with the people who access our services and seek views of others when appropriate to facilitate shared decision making
- Maximises prevention and enablement resources available to prevent, reduce and delay the need for long term services.
- Recommends the most cost-effective solution and provides justification of request to meet eligible needs.

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

- Significant experience 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.
  - Experience of completing a conversation 2 and putting together a short-term plan of support, until the individual can regain independence. Independently monitor the plan to ensure support is appropriately reduced.
  - Experienced in independently managing caseload ensuring effective throughput of work, prioritising tasks and timely closing of cases.
  - Works independently and requests support and guidance where required.
  - Contribute 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.
  - Experience of raising appropriate referrals to the advocacy service to support individuals participation in all aspects of their social care journey.
  - Be experienced in advocating effectively the wishes of individuals within complex situations and seek guidance from supervisor.
  - Promoting the service and ensuring awareness and the profile of the Service is raised for staff and the wider council, and addressing communication needs of individuals whom they support.
  - Ensure 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.
  - Actively engage with individuals who decline services and/or engage support of others to achieve this.
  - Actively engage in supporting a positive agency approach to safeguarding adults.
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## Skills

### Level A

- Participate in multi-agency/professionals meetings.
- Develop listening and observational abilities to cultivate professional judgment, critical thinking, and decision-making skills.
- Ability to identify and highlight areas of risk for individuals.
- Ability to communicate effectively with people we support and their carers, colleagues and partner agencies through good written and verbal communications.
- Ability to understand and identify people's specific communication needs in relation to their deafness.
- Be aware of how your values and attitudes influence your understanding of the situation.
- Be able to use appropriate forms and recording systems including safeguarding concern and inquiry.
- Be able to maintain factual, contemporary case recordings.

### Level B (in addition to level A criteria)

- Ability to contribute to and challenge other professionals appropriately in multi-agency /professionals meetings.
- Undertake and facilitate difficult conversation with individuals and families where appropriate.
- Identify and take action to explore more deeply what is happening for an individual using proactive questioning.
- Demonstrate professional verbal and written communication with a wide range of stakeholders to share information, rationale and justifications to support your recommendations.
- Develop skills tailored to individuals' unique communication requirements in connection with their hearing impairment.
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process.
- Be aware and challenge organisational cultures that may lead to poor practice in safeguarding.

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

- Ability to think creatively and develop innovative solutions.
- Demonstrate a willingness to engage with individuals to understand their lived experience to support them to live safely in the way they choose
- Identify risk and complete appropriate risk assessment documentation.
- To be able to respectfully challenge and be inquisitive with individuals and professionals when appropriate.
- Show an understanding of the impact of abuse on victims, families and carers.
- Challenge poor practice at an intra and inter-agency level.