

<b>Role Title</b>	<b>Social Care Assistant (Generic Responsibilities)</b>
<b>Job Family</b>	<b>Families Directorate</b>
<b>Location</b>	Willow House, 869 Forest Road, Walthamstow Whipps Cross Hospital
<b>Pay Range / Scale</b>	<b>Indicative: SC6 – SO2</b>
<b>Purpose</b>	
<p>Reporting to a Social Worker, Reablement Therapist or Practice Manager, the Social Care Assistant will hold a caseload and undertake person-led assessments and interventions techniques for adults with a variety of reablement and social care needs.</p> <p>The post holder will work directly with people with emerging social care needs to support early intervention. This will include helping people to develop wellbeing plans, access community initiatives and develop strategies to manage their emerging needs.</p> <p>You will assist long-term care users to increase social inclusion, access community-led initiatives and maximise their independence.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Under supervision from a Social Worker, Reablement Therapist or Practice Manager to manage a caseload including direct work with service users and carers.	<p>Accurate identification of people's eligible needs.</p> <p>Risk to the health, safety and wellbeing of service users and the public is effectively identified, recorded, evaluated and reduced.</p>
Support the implementation of interventions and actions for allocated cases.	<p>Support to service users is provided to the required standards and timescales.</p> <p>Appropriate action is taken, in a timely manner, on any risks identified.</p> <p>Protection of vulnerable individuals</p> <p>Appropriate implementation of statutory duties where required.</p>
Under supervision from a Social Worker, Reablement Therapist or Practice Manager provide professional advice and guidance to colleagues and partner agencies supporting the relevant client group.	<p>Professional advice and interpretation is provided on procedures, policy, legislation, systems, methods etc.</p> <p>Cases are escalated as appropriate.</p> <p>Represent the views of the service user and carer when appropriate.</p>

<p>Liaise internally and externally and work with colleagues from other agencies to ensure service users and or carers interests are supported.</p>	<p>Agreed clear, accurate and appropriate information is shared via the most appropriate channel.</p> <p>Timely actions are taken and are appropriate to the known circumstances.</p>
<p>Maintain properly documented case files, records and service user information. Prepare standard reports as required.</p>	<p>Clear record of actions, circumstances and decisions are provided.</p> <p>Information is managed in compliance with LBWF requirements, legislation and best practice.</p> <p>Audit and performance-manage cases as required.</p>
<p>Support others in their development.</p>	<p>Support the assessment of professional practice, of others to ensure required standards are achieved, offering guidance as appropriate.</p> <p>Identify any changes that may impact upon the service / profession.</p> <p>Contribute to the qualification and development of others (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, or providing feedback).</p>
<p>Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility.</p>	<p>Work complies with all safeguarding policies and procedures that apply to the role.</p> <p>Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.</p>
<p>Proactively develop professional knowledge, skills and behaviours.</p>	<p>Take responsibility for identifying and pursuing own practice and development needs. Maintain an evidence log for achievement against objectives, behaviours and learning activities.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>To ensure a high quality of service is provided through effective performance management, identification of training needs and dissemination of best practice.</p>	<p>Ensure practice standards are met.</p> <p>Individual performance targets and throughput are adhered to and meet local guidelines</p> <p>Identify personal training needs with line manager.</p>

<b>Job Specific Accountabilities</b>	
All opportunities to prevent, reduce and delay access to social care services are taken	Provision of timely advice, information and signposting to relevant community resources.
Early Intervention	Assisting people to develop wellbeing plans, access community initiatives and develop strategies to manage their emerging needs independently of the Council.
Maximising residents ability to maintain their independence	<p>To fully utilise an individual's assets and community resources before considering the use of Council resources</p> <p>To assess people with varying physical disabilities and mental health needs who have difficulties in managing practical activities in their own homes and in accessing the community</p> <p>To identify the need for social care and therapeutic intervention, including functional ADL &amp; moving &amp; handling risk assessments, equipment prescription home adaptations and suitable care packages.</p> <p>To provide feedback to other members of the team about service users' functional progression or regression.</p> <p>Provision of equipment, therapeutic techniques and assistive technology to support service users to maintain their independence</p> <p>To identify safeguarding issues and raise an alert if required.</p>
Supporting the review of care and support needs.	<p>Ensure that annual and unscheduled reviews are person centred and focus on the outcomes for individuals.</p> <p>Support service users to increase social inclusion, access community-led initiatives and maximise their independence.</p>
<b>Nature of Contacts</b>	
<p>Work directly with adults and older people. The work has significant implications for the well-being of individuals. Professional colleagues, other providers and external agencies to gather and exchange information and co-ordinate actions.</p> <p>Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support adults and older people and people and promote good practice.</p>	

Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with adults and older people, carers and colleagues. May need to manage challenging behaviour and difficult situations.

Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

### ***Procedural Context***

To manage a complex and varied caseload under the supervision of a Social Worker, Reablement Therapist or Practice Manager within a framework of policy and procedures. Flexibility to deal with the immediate situation and with access to professional supervision or line management for guidance. Subject to managerial control and review of results.

Unpredictable work environment – may involve visiting people in their homes or hospital setting to carry out or complete the assessment and develop appropriate plans. Likely to involve disruption to planned work in order to respond to situations requiring immediate decisions and action. May involve isolated working outside core hours and / or mobile working.

Contribute to the development and delivery of improvements in processes and procedures.

### ***Key Facts and Figures***

May have a large number of complex cases running concurrently.  
Appropriate DBS Clearance.

### ***Resourcing***

Budget Responsibilities: Nil  
Supervisory Responsibilities: Nil

### ***Knowledge, Skills and Experience***

- Substantial relevant experience of working in social care , with evidence of work responsibilities appropriate to the role.
- Awareness of the Care Act 2014 and other relevant social care legislation
- Experience of multi-disciplinary and partnership working and awareness of the issues involved.
- Ability to support and assist therapists and social workers in duties.
- Proven ability to work with challenging client groups and situations.
- Excellent interpersonal and communication skills (verbal and written).
- Literate and numerate with accurate record keeping and report writing.
- Awareness of financial assessment processes.
- ICT skills including use of Microsoft applications
- Commitment to enabling Service Users to maximise their own skills and abilities and to allow them to take calculated and informed risks where this enhances the quality of their life.
- Commitment to the Council's Equal Opportunities Policy
- Commitment to uphold and comply with the statutory provision of the Health and Safety at Work Act 1974 and any other relevant legislation or Council Policies and

Procedures relating to Health and Safety at Work.

- Ability to actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.
- Commitment to continuous professional development.

### **Indicative Qualifications**

Education to GCSE level, including English to Grade C or equivalent

To be proficient in the use of Microsoft Word, Excel and Outlook programs

To have completed at least 6 months practical experience in a Therapy or social care environment

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.