

Job Description

Job Role: Social Care Assessor

Service: Adult Social Care

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC06
Location:	Herefordshire
Responsible to:	Social Workers, Senior Practitioners & Team Manager

Main purpose of the role

Individuals recruited into the Social Care Assessor role will be primarily focussed on assessing and support planning for service users' needs in order to maximise their ability to live as independently as possible.

Operating within the principles of integrated working, liaising closely with professionals and colleagues from all agencies to improve choice and quality of life for adults who need support. Through the use of timely interventions that maximise long-term independence and minimise the need whenever achievable for on-going support by delivering one or more of the seven social care outcomes:

1. Improved health and emotional wellbeing.
2. Improved quality of life.
3. Making a positive contribution.
4. Exercising choice and control.
5. Maintaining personal dignity.
6. Economic wellbeing and freedom.
7. Freedom from discrimination.

Within the context of an enablement approach to provide individualised, outcomes-led personalised support, based on structured individual assessments that inform the setting up and commissioning of appropriate enabling packages of support.

Conduct timely, regular and frequent reviews of people's support plans through structured re-assessments, and put in place any necessary revisions to ensure that the plans remain relevant, proportionate, appropriate and cost effective in delivering the required outcomes, in the context of changing circumstances.



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> From the initial point of contact, to actively engage with people wishing to access services, conduct individual assessments or facilitate self-assessments using the appropriate assessment tools and techniques in order to establish clear, relevant, proportionate and appropriate options 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Based on individual structured assessments and in line with the enablement approach, plan and set up appropriate personalised and outcome-led packages of support that maximise long-term independence and choice and minimise ongoing support and whole life cost of care for that person. As described above, the primary focus of the Assessment and Enablement Officers will depend upon the specific role and team to which the individual has been appointed. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Act as “trusted assessors” for defined areas of the support plan subject to appropriate training and competency, enabling the council to provide service users with holistic support during the customer journey. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Monitor and carry out timely, regular and frequent reviews of people’s support plans in compliance with service targets. Reviews may be attended by service users, colleagues, representatives of other agencies. 	<ul style="list-style-type: none"> Quarterly
<ul style="list-style-type: none"> Conduct appropriate risk assessments in line with eligibility criteria ensuring that where needed the support of a social worker and or other lead professional to assist this process is sought. 	<ul style="list-style-type: none"> Yearly
<ul style="list-style-type: none"> To manage an allocated caseload of clients according to your skills, training and competence, with provision of guidance and supervision that is reasonable to expect without a professional qualification. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Liaise with and maintain effective working relationships with other local services, specialist teams, the CCG, Hospital Trusts and the 3rd sector relevant to the needs of the service users in order to deliver a holistic and seamless service to the client. Represent the service at external meetings, prepare papers, draft and present statements and reports as required. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Identify with support more complex or high risk cases for referral on to the appropriate team or individual (responsibility for work allocation lies with team management). Where appropriate seek support on aspects of a case requiring professional or specialist input 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
from one of the professional/specialist workers such as a Social Worker, Occupational Therapist or Telecare Coordinator.	
<ul style="list-style-type: none"> Value and encourage the contribution of service users and their advocates, relatives, carers and support workers where appropriate, to ensure that they are engaged in the assessment, support and review process. Promote self-assessment. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Support, promote and calculate personalised budgets and understand the principle of direct payments and self-funding to ensure that clients are supported in exercising choice based on assessed risk and expected outcomes. Support clients in navigating through the appropriate procedures. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Work with the brokers to procure support plans including equipment and adaptations. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Take responsibility for the administrative tasks associated with dealing with cases in accordance with service procedures, standards and targets. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Maintain up to date, accurate and timely records of communication, decisions, actions and outcomes relating to cases in line with processes, standards and systems of the Council. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Take responsibility for promoting and safeguarding the welfare of people who come into contact with the service, in full compliance with Council procedures. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure compliance with policies and procedures of Adult Social Services, and those of any partner agencies, and that the service is always delivered in accordance with professional standards, policy and practice and the relevant statutory and regulatory frameworks. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist with monitoring and evaluating the effectiveness of the service and contribute to the development of service improvements through participation and involvement in local and central team meetings, supervision, training, conferences and other forums. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager. 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Understand the budgetary framework and context of the role to ensure that the service delivers value for money and cost effective solutions and options within defined budgetary constraints. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Advise your designated line manager on a regular basis of casework plans and developments and to seek authorisation in line with delegated authority. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Deliver person-centred, outcome-focused services to shared objectives ensuring people are offered: Easy and fast access Choice and control over flexible service options Support in making informed decisions Control over the appropriate risks of support plans Beneficial changes to reflect changing circumstances and preferences 	<ul style="list-style-type: none"> Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> NVQ3 Qualification in related field, or equivalent qualification/experience. 	Essential	A
<ul style="list-style-type: none"> Training in systems and procedures within a social care environment. 	Essential	A
<ul style="list-style-type: none"> Customer care training. 	Essential	A
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of working in a care environment. 	Essential	A, I
<ul style="list-style-type: none"> Understanding of relevant social care legislation, guidance and practice. 	Essential	A, I
<ul style="list-style-type: none"> Hands-on experience of and ability to use IT data and document systems. 	Essential	A
<ul style="list-style-type: none"> Record of achievement and ability to successfully deliver a customer focused service to exacting targets and objectives. 	Essential	
<ul style="list-style-type: none"> Knowledge of needs of vulnerable adults within the context of the job. 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Excellent written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to members of the public and other staff members within and outside the Council. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Commitment and ability to apply the model of supporting choice and independence for vulnerable adults within the community. 	Essential	A, I
<ul style="list-style-type: none"> Ability to conduct robust and sound assessments, risk assessments, support plans and reviews and facilitate self-assessments, applying the concept of single assessment where appropriate. 	Essential	A, I
<ul style="list-style-type: none"> Ability to make sound decisions based on information gathered to meet defined outcomes and possess the judgement to seek advice where required. 	Essential	A, I
<ul style="list-style-type: none"> Highly self-motivated with the ability to work effectively on own initiative to challenging deadlines and work demands. 	Essential	A, I
<ul style="list-style-type: none"> Ability to work effectively and collaboratively as part of a wider, multi-disciplinary team to deliver to common objectives. 	Essential	A, I
<ul style="list-style-type: none"> Problem solving skills with a creative, flexible and sensitive approach. 	Essential	A, I
<ul style="list-style-type: none"> Commitment and ability to promote and safeguard the welfare of vulnerable adults. 	Essential	A, I
<ul style="list-style-type: none"> Ability to work flexibly and embrace mobile working to meet the needs of the service. 	Essential	A



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to develop and maintain good working relationships with service users, their families, carers and advocates, colleagues, external organisations. 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

