

JOB DESCRIPTION

Job Title: Service Assessor

Directorate & Section/Unit: People Directorate/Provider Services/Homecare

Reporting to: Team Manager

Management responsibility for: NA

Supervisory responsibility for: NA

Headcount and FTE of staff: N/A

Please do not change the following information unless a grading or DMA review has been undertaken.

Salary Grade:	Scale 6
WCC Management Level:	N/A
Number of Direct Reports:	N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To undertake initial assessments within the community; identifying needs, risks and the service user's potential for regaining independence with personal and / or domestic activities of daily living
- To develop Promoting Independence Plans that capture the desired service user outcomes and detail the required intervention of the service
- To actively case manage service users, as part of a multidisciplinary team, within a locality including regular reviews of their progress; timely reduction/withdrawal of support and referrals to Therapists, Social Workers and other agencies,
- To be fully conversant with all monitoring and IT systems
- To lead on productivity, continuity and capacity management within a locality

Main Activities & Responsibilities:

- To be responsible for ensuring that all assessments, plans, discharge summaries and case management are on the Social Care electronic recording system and liaise with relevant team members regarding distribution
- To undertake environmental and manual handling risk assessments, formulate risk management plans and promote risk enablement.
- To be responsible for ensuring that PI programmes are completed within 6 weeks and requesting reasonable 'extensions' in exceptional circumstances
- To plan with community Social Work teams as part of a holistic assessment to meet the future needs of people who will continue to require ongoing care / support services.

- To plan safe discharges from the Service, ensuring that the service user has appropriate support systems in place and referring on to other agencies where appropriate
- To take part in an out of hours rota to ensure there is appropriate assessment capacity out of normal office hours
- To ensure that CQC (Care Quality Commission) standards and performance measures are adhered to, including service user monitoring protocols and quality assurance audit completion.
- To develop relationships with Health, Housing and the voluntary sector in order to provide a holistic approach and improve service users' quality of life
- To prepare, distribute and monitor all documentation (electronic or paper) to conform to WCC policies and procedures and Care Standards.
- To investigate complaints from service users and their representatives, purchasers and other stakeholders and to report all issues of a serious nature to the Team Manager.
- To organise and participate in regular team meetings and locality meetings to comply with WCC policies and procedures and Care Standards.
- To prepare reports and other documentation as requested by Management.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff,

External: NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: M Price

Date: July 2020

Date of grading confirmation:24/07/2020

PERSON SPECIFICATION

Job Title: Service Assessor

Directorate & Section/Unit: People Directorate/Provider Services/Homecare

Salary Grade: Scale 6

WCC Management Level: N/A

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience in a relevant health or social care environment
- Demonstrable experience of prioritising own workload
- Considerable experience of writing and recording essential information clearly and accurately
- Evidence of Continuing Professional Development
- Demonstrable experience of health and safety issues and risk assessments within the workplace

It is **desirable** that the post holder has:

- Demonstrable experience in assessing needs and translating these into person centred outcomes
- Demonstrable experience in developing and reviewing support plans
- Demonstrable experience of working within a multi-disciplinary team

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- A working knowledge of theories and practice relating to the provision of social care.
- A detailed knowledge of legislation relating to social care (for example, Care Act, Care Quality Commission Regulations, Health and Safety at Work Act).
- A working knowledge of the process of assessment and care management.
- A detailed understanding of the rights and needs of people with disabilities
- Excellent communication and interpersonal skills, both written and oral, at all levels.
- Proven ability to treat people with dignity and respect
- Proven ability to work on own initiative and as part of a team
- Proficient in the use of IT systems
- Proven ability to respond to an emergency situation in line with organisational procedures
- The ability to take responsibility for managing workload in consultation with Line Manager.
- The ability to organise his/her work effectively.
- The ability to monitor and supervise staff.
- Proven ability to complete and follow risk assessments

It is **desirable** that the post holder has:

- Knowledge of issues involved in adult safeguarding
- The ability to undertake complex moving and handling risk assessments.
- Skills in liaison and negotiation with other professionals and agencies.
- Skills in advocacy on behalf of service users.
- Skills in relating to adults who may be vulnerable and / or the victims of abuse.

- Skills in relating to service users from a range of cultural backgrounds.
- Skills in information technology and the use of Management Information systems

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 3 qualification (e.g. NVQ2) in health and social care or be able to demonstrate equivalent experience
- Level 2 qualification (e.g. GCSE A to C) in Maths and English or demonstrable equivalent
- Training in manual handling techniques and use of equipment

It is **desirable** that the post holder has:

- Completion of key persons training in moving and handling techniques
- EDI 1 or 2 or equivalent medication experience/training
- ECDL

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- A commitment to equal opportunities, principles and policies and to work positively to promote anti-oppressive practices.
- A commitment to working in partnership with service users and carers, ensuring their involvement in decision making wherever possible.
A commitment to quality and excellence.
- A commitment to his/her own professional updating and personal development.
- Has the ability to travel county wide, possibly to places where bus services are limited.