

# **Health and Adult Social Services**

## **Social Care Assistant**

**Integrated Health and Social Care team**

**Job Description and Person Specification**  
April 2016

## Job Description

<b>Job Title:</b>	<b>Social Care Assistant</b>
<b>Service Area:</b>	Health and Adult Social Services
<b>Function:</b>	
<b>Team:</b>	Redbridge Cluster Team
<b>Post number:</b>	
<b>Grade:</b>	LBR 7
<b>Hours/weeks:</b>	36 hours
<b>Base location:</b>	Flexible across health and social care buildings within Redbridge
<b>Reports to:</b> <i>Job title</i>	Level 2-3 social worker/OT in the Integrated Health and Social Care Team Senior Social OT/Social Worker in the Integrated Health and Social Care Team Locality Team Manager Integrated Team
<b>Responsible for:</b> <i>Job titles of direct reports</i>	No direct line management but will be responsible for supporting trainees and work placement employees on occasion
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>To assist the Redbridge Council and North East London Foundation Trust fulfil its duties and responsibilities in relation to The Care Act 2014, Mental Capacity Act, Deprivation of Liberties, Safeguarding and all other appropriate legislation.</p> <p>Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever-changing pressures which an integrated Health and Social Care service will face. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements changing circumstances and business demands of the service.</p> <p>The primary purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Undertake holistic person centred assessments, support planning and reviews of people with a range of health conditions and their carers, working within a multi-disciplinary framework.</li> <li>• Undertake the legal and statutory duties of the post as required by the Care Act.</li> <li>• Provide a person-centred service which focuses on asset based interventions to enable people to optimise and maximise their abilities, by using strengths based approach.</li> <li>• Assess for minor pieces of equipment and adaptations which will support the person to remain independent.</li> <li>• Support people to maintain their independence within their homes by utilising support in the local community and the persons personal networks</li> <li>• To support and work collaboratively with health colleagues to ensure people receive the required health and social care support within the community, are discharged from hospital within agreed timeframes with appropriate support mechanisms in place, prevent hospital admission and pro-actively work with the principles of admission avoidance.</li> <li>• Manages the allocation of resources required to maintain independence through the use of Personal Budgets and explores all options that are available to people.</li> <li>• Develop and maintain high standards, within your role and promote integrated working methods within the service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to maintaining quality standards, and ensure self-development is maintained.</li> <li>• Manages, plans, prioritises and progress cases of an appropriate level of complexity, seeking support and suggesting resolutions for workload difficulties with due regard to service standards, targets and timescales.</li> <li>• Promote effective communication within the team and with colleagues internal and external of the organisation.</li> <li>• Assess and evaluate risk in partnership with service users and carers, where required putting in place appropriate interventions, strategies and contingency plans to mitigate risk and to protect vulnerable adults.</li> <li>• Assess for and arrange delivery/installation and review for minor equipment, adaptations and non-complex assistive technology, which will maximise the persons independence in line with Trusted Assessor guidelines.</li> <li>• Support service users and their carers to identify and purchase aids, assisted technology and adaptations and to fit, adjust and demonstrate their use within the person's home where appropriate.</li> <li>• Use knowledge and skills to develop and advise on rehabilitation plans, promoting choice and independence.</li> <li>• Support the team to meet performance requirements and outcomes and ensure data is recorded in line with organisational requirements.</li> <li>• Ensure safeguarding issues are raised in line with the Councils and Health's policies and procedures.</li> <li>• Promote and implement principles and practices of working within an integrated health and social care framework.</li> </ul>
<b>Key external contacts:</b> <i>Organisations</i>	Service users, Carers, voluntary sector providers, private sector providers, pharmacists, National health service , Carers organisations, independent advocacy organisations, professional regulatory bodies, own professional organisations
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	Health and social care colleagues and professionals, housing, police, specialist support services
<b>Other considerations:</b> <i>E.g. working patterns</i>	<ul style="list-style-type: none"> <li>• You may be required to work at any Council or Health site.</li> <li>• Work will be undertaken in Community settings and in people's home environment.</li> <li>• You will need to work alongside both health and social care policies and procedures.</li> <li>• To demonstrate a flexible approach in the delivery of work within the service area. Consequently, you may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.</li> <li>• Work within a flexible, agile manner, which may include weekend and evening working depending upon the need and development of the service area..</li> <li>• To be smart and presentable at all times in compliance with the current dress code.</li> <li>• Represents the team both locally and nationally as required.</li> </ul>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Ensure Information and Advice, Assessments, support planning and reviews are undertaken within the principles of the Care Act 2014.</li> <li>• Provide early Interventions to prevent long term needs and to promote independence and choice.</li> <li>• Ensure assessments facilitate choice and promote independence by applying the principles of "Personalisation".</li> <li>• Support people and carers to ensure assessments, support plans and reviews are</li> </ul>

	<p>outcome focused and asset based.</p> <ul style="list-style-type: none"> <li>You will be expected to complete the Trusted Assessor training.</li> <li>Make autonomous decisions using the legal framework, in assessing under the Care Act and Mental Capacity Act</li> <li>Ensure people who lack capacity receive appropriate support and if required advocacy to express their views and wishes at any stage of the assessment, support planning or reviewing process.</li> <li>Produce written and verbal evidence based reports which are concise, informative and appropriate for organisational requirements.</li> <li>Monitor progress of work, provision from other agencies and changes linked to each service user to ensure service users and carers needs have been met.</li> <li>To seek advice and consult with senior staff in relation to, funding authorisations, specialist equipment and major adaptations.</li> <li>Ensure service users and carers are fully aware and understand the Councils financial assessment and personal contribution process for charging.</li> <li>Maintain professional standards in accordance with the Health and Care Professions Council standards of proficiency for social workers.</li> <li>Raise and address issues of poor or unsafe practice through organisational channels.</li> <li>Actively seek and act upon customer feedback positively by making changes to practice in order to improve service delivery for service users and the delivery of an integrated service.</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of NELFT and the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>

<b>Safer Working</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training, performance reviews, appraisals and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

Job Title:	Social Care Assistant		
<i>Method of candidate assessment: A = Application form I = Interview T = Test.</i> <i>Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	<ul style="list-style-type: none"> <li>GCSE English or equivalent level of competency.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Evidence of continuing development and understanding of health and social care issues</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>NVQ 3 (of relevant field) or Level 3 Diploma in Health and Social Care – or substantial experience.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Completed or willingness to complete trusted assessor training</li> </ul>	A - I	3
<b>Minimum experience/ knowledge/ skills:</b>	<ul style="list-style-type: none"> <li>Evidence a clear understanding of the principles and benefits of integrated working for self, service users and carers</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>Experience of working with vulnerable service users and carers to assess their needs and circumstances and support them to make informed decisions and choices.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Experience of assessing, support planning and , reviewing and evaluating health or social care interventions with service users and carers</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>A clear understanding of asset based and outcome focused models of working</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>Demonstrate a knowledge of social care and health responsibilities in line with the Care Act 2014.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Demonstrate a knowledge of relevant physical and/or mental health conditions and their impact upon people and their carers</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to assess and manage risk, balancing rights and responsibilities of service users and carers</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>Demonstrates judgement, understands and applies the safeguarding standards that underpin all safeguarding activity</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Knowledge of the Mental Capacity Act and deprivation of liberty safeguards legislation.</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>Current knowledge of health and social care legislation</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Experience of using IT systems</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Experience of writing reports</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to provide simple drawings and specifications for minor works – or commitment and willingness to learn</li> </ul>	A/I	3
	<ul style="list-style-type: none"> <li>Ability to demonstrate safe use of equipment</li> </ul>	A - I	3
<b>Minimum competencies:</b> Customer focus	<ul style="list-style-type: none"> <li>Commitment to empowering service users and their carers to achieve maximum independence and achieving identified outcomes.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to negotiate on behalf of service users and/or carers</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ensure outcome focused, asset based approach is used in work with service users and carers.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>To prevent, reduce and delay needs by providing information and advice, early intervention and Reablement</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>Evidence an understanding of how service user/carer feedback can impact and influence service delivery and improve performance</li> </ul>	A - I	2

<b>Communicating and influencing</b>	<ul style="list-style-type: none"> <li>• Use effective communication skills, both verbal and written with the ability to think creatively in relation to problem solving for service users/carers including the ability to liaise effectively with colleagues and external agencies</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Communicates clearly and evidences the ability to influence and justify decision making under pressure</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Use recording and reporting procedures, including the use of information and communication technology, to produce records and reports</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• To provide appropriate signposting, information and advice to service users and carers</li> </ul>	A - I	3
<b>Building relationships, working together and in partnership</b>	<ul style="list-style-type: none"> <li>• Ability to develop effective working partnerships within the team and with a range of service providers from both statutory, health and voluntary agencies.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Shares knowledge and skills with colleagues as appropriate.</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>• Ability to identify opportunities for joint working with health professionals to benefit the service user/carer.</li> </ul>	A - I	2
<b>Respecting &amp; implementing diversity</b>	<ul style="list-style-type: none"> <li>• Knowledge of the issues surrounding service provision in a diverse environment and a determination to promote equality in policy and practice.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Commitment to diversity issues in both service provision and employment practices.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that individuals can make.</li> </ul>	A - I	3
<b>Planning, organising &amp; achieving results</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and plan to make best use of resources and time</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the principles and benefits of regular supervision, performance reviews and appraisals</li> </ul>	A - I	3
<b>Embracing change</b>	<ul style="list-style-type: none"> <li>• Demonstrate flexible thinking, openness of mind and readiness for change</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>• Critically reflects upon own practice and performance using supervision, performance reviews, appraisals and support systems</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>• Work with colleagues to improve services</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Willingness to undertake further learning and development opportunities as agreed with your supervisor</li> </ul>	A - I	3
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>• To demonstrate an understanding of a commitment to Redbridge's Equal Opportunities Policy in both service delivery to the community in relationships with colleagues and in employment practices.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• You may be required to work outside normal office hours on occasions</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Current driving licence</li> </ul>	A - I	2
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	