Community Assessment Officer

Service	Reporting to	Location	Grade
Adult Social Care and Health Partnerships	Advanced Practitioner/Team Manager	Salford (Various Locations/TBC)	3A

About the role

- The Community Assessment Officer will work within Adult Social Care and Health Partnerships to support adults, carers and families to identify their strengths, achieve their desired outcomes and maximise their independence and wellbeing.
- The post holder will undertake strengths-based conversations, assessments, support planning, reviews and monitoring activities, working collaboratively with individuals, carers, communities and partner organisations to identify solutions that promote choice, control and independence.
- The role will support adults with a wide range of needs and circumstances, including those requiring information and advice, assessment, safeguarding intervention, care and support services, hospital discharge support and access to community resources.
- The post holder will work in accordance with relevant legislation, policy and procedures, including the Care Act 2014 and Mental Capacity Act 2005, supporting people to make decisions about their lives and ensuring their rights, wellbeing and desired outcomes remain central to practice.
- Working as part of a multi-disciplinary team, the Community Assessment Officer will contribute to safeguarding adults, promoting positive risk management and coordinating support that enables people to remain safe, well and independent within their communities.
- The role may operate across Adult Social Care services, including Front Door, Neighbourhood, Safeguarding and Occupational Therapy functions, according to service need.
- The post holder will carry out duties under the direction of an Advanced Practitioner, Team Manager or other professional staff and will be accountable for coordinating resources and support to achieve agreed outcomes across a range of adult service user groups.

Key outcomes

- To undertake strengths-based assessments, reviews and support planning activities that promote wellbeing, independence, social inclusion and positive outcomes.
- To support individuals and carers to identify what matters to them, recognise their strengths and existing support networks, and develop solutions that maximise independence.
- To undertake assessments that contribute to the provision of equipment, adaptations or services that support people to remain independent and safe.
- To apply the principles of the Mental Capacity Act 2005 in day-to-day practice, supporting people to make their own decisions wherever possible.

#HappytoTalkFlexible

- To undertake mental capacity assessments within the scope of the role and contribute to Best Interest decision-making processes where required and appropriate.
- To work collaboratively with individuals, carers and partner agencies to develop outcome-focused support plans that build upon personal strengths, community assets and available resources.
- To undertake assessments of need, including eligibility assessments, risk assessments, moving and handling assessments and equipment assessments as required.
- To identify risks and work collaboratively with individuals, carers and professionals to develop proportionate plans that balance safety, independence, rights and choice.
- To calculate indicative personal budgets in accordance with agreed procedures and support individuals to understand how these can be used to meet eligible needs and agreed outcomes.
- To review care and support arrangements to ensure they continue to meet identified needs and achieve agreed outcomes.
- To arrange emergency social care support where required.
- To contribute to the prevention, reduction or delay of people's need for ongoing care and support through early intervention and proportionate responses.
- To provide information, advice and guidance that enables individuals and carers to make informed decisions and access appropriate support.
- To build effective relationships with service providers, voluntary organisations, community groups and partner agencies to maximise opportunities for support within local communities.
- To commission care and support services where assessment and support planning identify this as the most appropriate option.
- To recognise, identify and respond appropriately to safeguarding concerns in accordance with local safeguarding procedures and Making Safeguarding Personal principles.
- To contribute to safeguarding enquiries, risk management processes and protection planning activities as directed by the Advanced Practitioner or Team Manager.
- To undertake specific responsibilities within the team, including duty functions, triage, responding to enquiries and prioritising work appropriately.
- To participate in team duty and on-call arrangements as required.
- To maintain an allocated caseload and manage workload effectively under the guidance of the Advanced Practitioner or Team Manager.
- To demonstrate professional curiosity when gathering information, assessing needs, managing risks and identifying safeguarding concerns.
- To record information accurately, objectively and in a timely manner using the appropriate documentation and information systems.
- To attend, participate in, chair or minute meetings as appropriate to the role and under the guidance of the Advanced Practitioner or Team Manager.
- To attend supervision, peer support, team meetings and training activities in accordance with organisational policy.
- To participate in multi-disciplinary meetings relating to allocated work, including hospital discharge planning meetings, safeguarding meetings, self-neglect meetings and other statutory or professional forums.
- To work collaboratively with colleagues across health, social care, housing, voluntary sector organisations and partner agencies to achieve positive outcomes for individuals and carers.
- To carry out duties with due regard to health and safety, confidentiality, information governance and data protection requirements.
- To work flexibly in accordance with service needs, including undertaking duties commensurate with the grade of the post.

What we need from you

Knowledge and Understanding

- A general level of education sufficient to maintain accurate, concise and sensitive records and communicate effectively in both verbal and written formats.
- Understanding of Adult Social Care, Health and Wellbeing services and relevant legislation.
- Understanding of the Care Act 2014 and its principles of wellbeing, prevention, choice and control.
- Understanding of the Mental Capacity Act 2005 and Best Interest decision-making.
- Understanding of safeguarding adults, Making Safeguarding Personal and risk management principles.
- Understanding of strengths-based and person-centred approaches to assessment and support planning.
- Understanding of the impact of illness, disability, frailty and social circumstances on individuals, carers and families.
- Knowledge of community resources, statutory services, voluntary organisations and local support networks.
- Knowledge of relevant organisational policies, procedures and professional standards.

Skills and Experience

- Ability to undertake strengths-based assessments and develop outcome-focused support plans.
- Ability to identify needs, strengths, risks and desired outcomes and respond appropriately.
- Ability to gather, analyse and evaluate information to support effective and proportionate decision-making.
- Ability to undertake mental capacity assessments within the scope of the role and contribute to Best Interest processes.
- Ability to recognise and respond appropriately to safeguarding concerns.
- Ability to demonstrate professional curiosity and sound judgement.
- Ability to communicate effectively with individuals, carers, families, colleagues and partner agencies.
- Ability to build and maintain positive working relationships and contribute effectively to multi-disciplinary working.
- Ability to manage competing priorities and work effectively within agreed timescales.
- Ability to use information systems and maintain accurate and timely records.
- Ability to support and mentor less experienced staff, students or colleagues where appropriate.

Personal Qualities

- Commitment to promoting independence, wellbeing, choice and control.
- Commitment to person-centred and strengths-based practice.
- Commitment to safeguarding adults and promoting positive outcomes.
- Commitment to equality, diversity and inclusion.
- Commitment to customer-focused service delivery.

- Ability to work collaboratively and contribute positively to team objectives.
- Demonstrates resilience, adaptability and a solution-focused approach.
- Ability to make effective and timely decisions.
- Commitment to continuous professional development and learning.

Additional Requirements

- To complete all mandatory and role-specific training.
- To participate in supervision, appraisal and professional development activities.
- To maintain confidentiality and comply with information governance requirements at all times.
- To contribute to the integration of health and social care services.
- To work flexibly across Adult Social Care services as required.
- To undertake any other duties reasonably commensurate with the grade and responsibilities of the post.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning
Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development
Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on the Institute of apprenticeships website.

Tailored Development

• No Professional Registration (Social Work England) is required for this position.

A digital organisation

Developing your digital skills
Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the iDea website.

Sharing your digital skills
Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

Our four values are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.



Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.