Social Care Assessor — Role Profile

Service: Adult Social Care – Adults and Wellbeing Directorate
Band: Band 5
Reporting to: Service Manager/Senior Practitioner
Responsible for: No direct reports

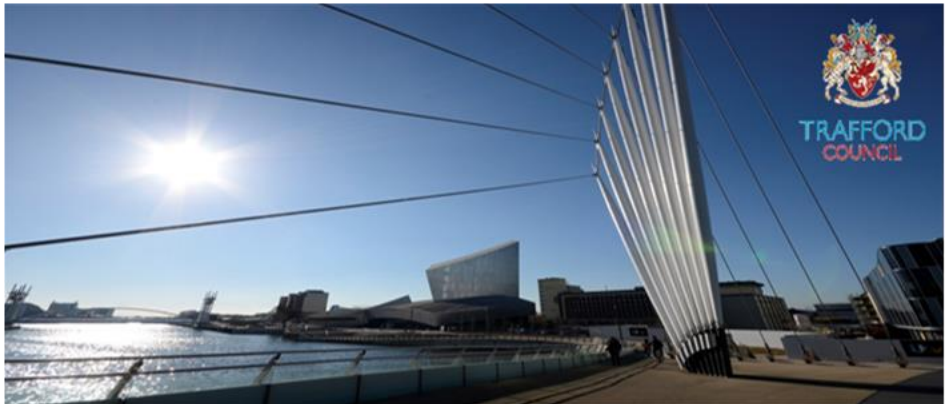
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage, and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession, and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities, and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills, and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Adult Social Care is part of the Adults and Wellbeing Directorate and covers a wide range of services/activities to help people live as independently as possible, stay safe and support their wellbeing. As a Social Care Assessor, you will be a key member of a multi-disciplinary team within one of our four Integrated Neighbourhood Teams or borough wide services. You will liaise with relevant agencies in promoting the health and wellbeing of service users.

Your Main Priorities

- Managing an allocated case load providing social care interventions, strength-based assessment, and reviews for adults in line with the Care Act 2014, and ensuring outcome-focused care and support plans. Escalating queries that are more complex and require a higher level of professional input to a qualified Social Worker.
- Working with adults needing care and support, their families, and carers in need of support. Working with a range of professionals across various settings to identify and assess risks and identify support that minimises risk. You will be guided on practice through management supervision and co-working on more complex cases with an experienced Social Worker.
- Assisting service users to engage with support services, in line with the duty to prevent, reduce and delay need, both statutory and voluntary, ensuring that the client is appropriately supported and able to contribute actively to the community.
- Working collaboratively with other colleagues across the council, external agencies and other sector organisations (e.g. Police, NHS, voluntary sector, etc.) to facilitate effective service delivery and ensure best outcomes for individuals.

Key duties

- Discharging the Local Authority's statutory duties in line with the Care Act 2014. Undertaking assessments in a timely way, developing and designing outcome-focused care and support plans. Recommending, when required, any identified need for external support/provision from appropriate providers, working within personal budgets and working in partnership with all services to ensure best use of resources, ensuring approvals are gained, when required.
- Undertaking required training and carry out timely assessments, supporting the Local Authority to deliver its statutory responsibility to prevent, reduce and delay need by providing a preventative service such as reablement, equipment and minor adaptations, assistive technology, or carers assessments in line with the Care Act 2014.
- Completing person-centred reviews of the intended outcomes in the Care and Support Plan and agree if anything needs to change. Undertaking reassessments of need if there is a perceived change to individuals' needs.
- Assessing the ability of the person to understand and participate in the assessment and support planning process, and arranging for appropriate support or advocacy as required to ensure the voice and wishes of the adult is heard.
- Ensuring case files and decisions are recorded accurately, concisely, and in a timely manner using appropriate systems and in line with policies and procedures. Sharing information appropriately, acknowledging access to confidential/sensitive records within GDPR requirements.
- Establishing and maintaining effective working relationships with individuals, families and carers, and working proactively with appropriate stakeholders, external partners, and agencies to manage risks and promote independence.
- Assessing the Mental Capacity of individuals in non-complex situations. These will not include decisions relating to change of residency or moves into specified accommodation as outlined within the Care Act 2014.
- Identifying and reporting safeguarding concerns across social care in line with local safeguarding policies and procedures; seeking line management support for escalation when required.
- Visiting residents at their home or other venues as appropriate. Meeting with and/or undertaking visits to resident's relatives, friends, or representatives as appropriate.
- Contributing as required to work and project groups, attending meeting and events, and working collaboratively with operational teams and commissioners in the future forecasting of service-user's needs. Identifying gaps in services and support the development and continuation of service improvements.
- Undertaking general administrative duties and providing management information, statistics and data as required.
- Participating in the duty function; completing urgent visits as and when required.
- Actively participating in supervision and keeping up to date on relevant legislation and remain legally literate (e.g. Human Rights Act, Equality Act, Mental Capacity Act, etc).
- Undertaking any other duties as commensurate with the grade of the post and as required.

About You

Qualifications and Professional Development

- GCSE 9-4 (A*-C) in English and Math, or equivalent qualification
- NVQ 3 in Health and Social Care or equivalent qualification in a related area, or willingness to work towards this
- Commitment to continuous personal and professional development

Experience and Knowledge

- Proven experience of direct work with adults
- Proven experience of working within a health or social care setting
- Experience of working collaboratively within a multi-disciplinary team, with families, and external agencies
- Knowledge of the Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983, Equality Act 2010, Human Rights Act 1998
- Detailed understanding of the national eligibility criteria under the Care Act 2014 and an awareness of how the domains are applied to determine eligibility for services
- A working understanding of relevant legislation, including but not limited to those listed above, and an ability to work within legal and departmental frameworks

Skills and abilities

- Excellent interpersonal and communication skills (verbal and written) including the ability to negotiate with a wide range of people from diverse backgrounds
- Able to work effectively from own initiative, both as part of a team and independently, appreciating the wider implications of issues and seeking advice and guidance when necessary
- Effective organisational and planning skills including managing a caseload, prioritising workload, and independently managing conflicting demands
- IT and numeracy skills; able to prepare reports and maintain computer / manual systems for record keeping

- Analytical skills, competently assess situations which may be of a difficult and/or sensitive nature, manage risks and take appropriate action
- Assessment, care management and reviewing skills and ability to devise appropriate care planning activities, taking account of costs and resources
- Able to resolve conflict and manage difficult conversations
- Ability and commitment to work in an anti-discriminatory manner

Special Conditions

- Enhanced DBS required with adults barred list check
- Car User / full driving license required
- Willing and able to travel to work at sites within and outside the Trafford Borough
- Hybrid work style; working a minimum of 2 days in our offices
- Unsocial hours/weekend work may be required

Date prepared/revised.	NOV 2019 | APR 2024 | Updated role profile 14/10/2024
Prepared/revised by	A-M Mohieddin / S Davy / T Sefton / R Pollard / C Gardner
Job Evaluation	Re-evaluation 25/09/2024

Health and Safety

To operate safely within the workplace regarding the Council's health and safety policies, procedures, and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes, and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development