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## Your job

**Job Title: Social Care Officer**

**Service: Peoples Services**

**Grade: G6**

**Reporting to: Social Care Officer Supervisor**

You will work in partnership with people, their families, carers and service providers across health, social care and the wider community. The role involves supporting individuals to have choice and control over how their social care support is arranged, through proportionate assessments, reviews and the development of personalised care and support plans.

You will draw on both informal networks, such as family and friends, and formal support from private, voluntary sector and council-provided services, working collaboratively with professionals and partners to understand and respond to an individual's assessed needs.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

In the next 12 months, you will:

- Support Individuals to create their support plan, understanding their needs, aspirations and expectations. Using a strengths-based approach that builds on individuals' existing assets, networks and community resources.
- Carry out reviews of existing social care packages and make low level changes, as necessary.
- Provide information, advice and support to individuals to enable them to make choices about the type and level of support they required to live the life of their choosing.
- Promote Direct Payments providing information and support as individuals require.
- Develop, budget and commission packages of support, working in partnership with providers and voluntary sector organisations.
- Carry out the role of duty Social Care Officer to arrange emergency social care support.
- Collate, maintain and share information about services and resources available across the borough and provide advice and technical support to individuals who have been referred to the service. Accurately record assessments, decisions and reviews using relevant case management systems.
- Network with services providers, voluntary groups and social enterprises to ensure that there are services available for individuals to purchase and negotiate to get the best deal.
- Conduct Care act assessments in hospital acute settings.
- Attend workshops, events and conferences to promote the service and establish links with the community.

On an ongoing basis you will:

- Work in partnership with individuals to develop and review personalised support plans that reflect their needs, aspirations and desired outcomes. Using a strengths-based approach that builds on individuals' existing assets, networks and community resources.
- Undertake reviews of existing care and support arrangements, making proportionate adjustments where required to respond to changing needs.
- Provide clear information, advice and guidance to support individuals to make informed choices about the type and level of support they need to live independently.

- Promote the use of Direct Payments by offering information, advice and ongoing support to enable individuals to exercise choice and control over their care.
  - Develop, resource and commission care and support packages, working collaboratively with care providers and voluntary sector organisations to achieve positive outcomes.
  - Act as Duty Social Care Officer when required, responding to urgent situations and arranging emergency care and support in a timely and proportionate manner.
  - Maintain up-to-date knowledge of local services and community resources, sharing information appropriately to support individuals and colleagues across the borough.
  - Represent the service at workshops, events and partnership meetings to promote services, raise awareness and strengthen community and professional links.
- Ensure all information is recorded, reviewed and managed in line with GDPR and information governance requirements, including adherence to data retention and disposal schedules.

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- GCSE (or equivalent) grade C or above in Maths and English.
- A Social Care qualification or relevant experience.
- Experience of working with and empowering people who access Social Care provision and a good understanding of a Person-Centred approach to Social Care.
- Understanding of key legal frameworks affecting Adult Social Care, including the Care Act, Mental Capacity Act and safeguarding legislation.
- Ability to exercise sound professional judgement, balancing risk, independence and statutory responsibilities.
- Excellent interpersonal skills, with the ability to engage with a variety of different people with the ability to negotiate and appropriately challenge.
- Excellent customer care skills, Ability to communicate effectively in a way that is accessible and responsive to individuals' diverse needs.
- Excellent communication skills including both written and verbal.
- Knowledge and understanding of the legal frameworks affecting Social Care and safeguarding procedures.
- Ability to work unsupervised or as part of a team.
- Excellent numeracy and literacy skills with the ability to analyse complex situations.

- Ability to use initiative and have a creative, flexible approach to addressing and resolving problems with the ability to organise, prioritise and manage a varied case load.
- Good IT skills and an understanding of software applications.

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## Our Culture

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

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”