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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Carer Specialist (Social Care Worker) | **POST NUMBER:** 1100FAF |
| **REPORTS TO** (Job Title):  | Senior Practitioner / Assistant Service Manager |
| **DEPARTMENT:** Adult Services | GRADE: 8 |
| **JE REF:** | 4015B01284 | Panel DATE: | 26/06/2018 |
| **1.** | **MAIN PURPOSE OF JOB** The purpose of the job is to use strength and assets based approaches to assess customers (adults in need and carers aged 18 to older age) social care needs as defined by The Care Act, including deciding on their eligibility for support. The role includes developing and reviewing support plans to ensure that they are aimed at preventing, reducing and delaying future care needs, helping customers to manage risks in the way they choose and promoting resilience through the development of customer’s abilities and those of their network of support. The post holder will assist in identifying outcomes with customers, based on customer definitions of what a good life looks like. They will explore options for meeting these using a high level of creativity and innovation to maximise the ability of the customer to self care and self manage, including utilising their family and informal network of support. The post holder will have a good knowledge of available voluntary, statutory and health services. In carrying out any or all of the following tasks the post holder will be expected to pay due regard at all times to the Council’s stated policies relating to customer service and equal and fair treatment for all customers and employees.  |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To undertake assessments and reviews of adults (including carers and parents with disabilities) against Care Act eligibility criteria and in compliance with National legislative requirements, professional standards and CYC corporate policies and procedures. |
|  | ii | To form effective working relationships with customers who may be facing complex life situations ( including issues relating to disability, mental health, vulnerabilities or ageing ) |
|  | iii | To support customers in identifying outcomes and options to achieve their aspirations and build their resilience - including identifying their existing personal strengths and the support available from families, voluntary agencies, community resources and health colleagues |
|  | iv | To assist individuals and families access accurate , timely and relevant information about local community networks to meet their goals |
|  | v | Develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities |
|  | vi | To have good written and verbal communication skills to enable clear guidance to residents, customers and their relatives/carers via visits, e-mail, written correspondence or telephone contacts.  |
|  | vii | To promote advocacy. To assist in identifying an advocate or refer to advocacy support as required , including referrals for an IMCA if appropriate  |
|  | viii | To ensure that customers are able to contribute to their assessment, are heard and have control over their identified outcomes through effective joint working, good communication and a positive working relationship based on trust and respect.  |
|  | ix | To be aware, and to consider at all times, a customer’s mental capacity to contribute towards their assessment and review. (Using the Mental Capacity Act).  |
|  | x | To identify safeguarding concerns in a timely manner, work with the customer to identify personal outcomes and where necessary refer for further safeguarding enquiries. |
|  | xi | To protect customers human rights through considering Mental Capacity Act DoLS, and the Mental Health Act, referring to specialist workers where necessary.To consider whether customer may require support through continuing health care and refer appropriately. |
|  | xii | To maintain accurate records about customers and service activities both in written and electronic format, using the ASC IT system. |
|  | xiii | To ensure all actions are accurately minuted and evidenced, and that all contact, assessments, reviews and support plans are produced in a timely manner, using the ASC IT system. |
|  | xiv | To take responsibility for a specific caseload of customers/ carers and provide the required advice and support – which will include emotional support, practical assistance, advocacy, crisis intervention, conflict resolution, mediation and negotiation.  |
|  | xv | To negotiate and contract as required with internal and external providers for services to meet assessed outcomes. To report any concerns to Safeguarding or CYC contracts and commissioning teams. |
|  | xvi | To build, maintain and develop effective working partnerships with existing services and local resources, in order to develop connections and opportunities within the local Community. The post holder will need to ensure that they keep updated with relevant changes and developments within the private, voluntary and health sectors.  |
|  | xvii | To arrange, chair and coordinate multi-disciplinary assessments/ review meetings, ensuring that all the appropriate attendees are given the opportunity to participate and contribute. To ensure the minutes are written and circulated in a timely manner. |
|  | xviii | To work as a responder within the team’s duty arrangements for those customers and carers that do not have an allocated worker or whose allocated worker is absent. |
|  | xix | To amend support provided or consider alternative options as a consequence of an assessment or review of a customers outcomes. |
|  | xx | In line with the Care Act assess eligibility for care, determine personal budgets through use of agreed CYC processes including the indicative budget calculator and work creatively with customers on using budgets to meet personal outcomes. Present clearly to customers the options of how a personal budget can be managed including direct payment. |
|  | xxi | To work as a member of the team, contributing to the development of the Adult social Care department and ways of working that focus on strengths assets, community resource and resilience, via sharing of good practice, supervision, training and participation in working party opportunities.  |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work Direct: 0 Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION*** The job holder will work with high numbers of vulnerable customers on a daily basis – many of whom will have high support needs, may be in crisis or experiencing a high level of stress or illness. A high level of creativity and innovation is required to provide a person-centred service. The role will include exploring different ways of meeting individual’s outcomes through the effective tailoring of support plans and knowledge of services and resources which aim to reduce prevent or delay future care needs.
* Creativity, flexibility and innovation are necessary in the assessment and review of an individuals needs. The post holder will need to use their initiative to determine, with the customer, what outcomes are required, and to look at options to meet these using a variety health, voluntary and statutory services.
* The job holder will work with a large diversity of customers and needs to remain informed and keep up to date with a wide variety of health conditions and how these may affect individuals. This includes the requirement to work alongside specialist nurses, acute and non acute health staff and support agencies.
* The jobholder needs to continually monitor and review support provided, assessing and addressing potential risks to the customer, carer and/ or support staff. This will include looking at contingency plans in the event of any emergencies.
* Innovative approaches are frequently required to establish a balance between the customer e.g. creating opportunities to assess separately where there is conflict, involving external advocates and other external agencies and with consideration to the Mental Capacity Act.
* The post holder will work with the customer in identifying a personal budget and how best to meet their outcomes using this in a creative way.
* Able to work closely and effectively with a wide range of professionals, agencies, communities and people from diverse backgrounds
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| **5.** | **CONTACTS & RELATIONSHIPS*** The post holder must find innovative solutions which meet the needs of Adult customers using their professional skill, judgement, experience and knowledge of legislation.They will workdaily with a high number of vulnerable adults with complex needs – aged 18+ to older age, many of whom will have contacted the department due to being in a period of crisis. Contact with vulnerable service users/ carers means that the job holder is presented with problems which are unique and complex to each individual – for which there are no generic or textbook responses.
* The majority of assessments take place in a customer’s home or at community venues. Staff would undertake home visits alone to assess and evaluate the current situation. The post holder needs to be adaptable, able to assess situations and make effective relationships quickly. They should be aware of the need to ensure their own safety (using skyguard / outlook calendar and lync) and be effective in assessing risk and responding appropriately to customers who are experiencing crisis.

**Internal** * Post holders have regular contact with staff in all the Council’s directorates about social care issues so that they can access relevant support and services and advise customers accordingly. This includes regular contact with staff from the Finance department in regards to customers contributions, the Housing department in regards to re-housing issues and debts, Housing benefits department, Estate managers, and residential homes in regards to day care, short breaks or long term placements. In addition they liaise regularly with city wide homecare services, Sheltered extra care schemes, CYC legal department and CYC contracts and commissioning teams.
* Staff to seek advice from the Assistant Service Managers and Service Managers to authorise any recommended actions, alongside being in receipt of regular 1:1 supervision sessions and annual PDR’s.
* Staff have regular contact with Adult Social Care workers across roles and specialisms and The Carers Centre for advice re changes to current policies and procedures , and to improve the support and service to Carers

 **External** * The post holder will have regular contact and liaison with health professionals in the hospital and the Primary Care Trust and, in particular, with specialist nurses (ie; Parkinsons and MS nurse) psychiatrists, psychologists, physiotherapists, occupational therapists, speech and language therapists, GP’s and community district nurses, who are part of the acute and non acute Health trust.
* Job holders regularly have contact with members of the voluntary services – including Age UK, The Blind and partially sighted society, Wilberforce trust, Wilf ward, The Salvation army, Advocacy services, MIND, York Neighbours and York Carers Centre. They also work alongside staff from private care homes, private care agencies, and homelessness services, Sheltered housing schemes, supported housing staff, and local PCSO’s.
* Specific to Carer Specialist (Social Care Worker) role: Job holders will work closely with the York Carers Centre ensuring a collaborative approach with CYC staff towards an effective, timely, proportionate and consistent service with respect to carer referrals, assessments, support planning and reviews. They will ensure that their role remains distinct in terms of being able to provide skilled support on complex cases often working jointly with internal colleagues.
* Job holders will take part in regular meetings with the York Carers Centre to screen referrals, share information, provide advice, identify unmet needs and help to develop carer services.
* Job holders will link with carers and carer representative forums to help influence carer strategy. They will work with colleagues to ensure representation at the York Carers Strategy Group.
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| **6.** | **DECISIONS – discretion & consequences*** The job holder will plan and prioritise their own workload with oversight from their line manager. The customers we work with can develop situations which change rapidly and, as a consequence of their long term health condition, the input required is unpredictable. The post holder will be required to respond rapidly to customers/ carers requiring urgent attention due to increased risk, and they will be responsible for analysing the presenting problem, exploring available options and solutions to resolve this.
* Subject to the requirements of The Care Act, Mental Capacity Act, National legislation and the Council’s policies and procedures, the jobholder has discretion concerning the assessment of the needs of service users and carers.
* The role includes the provision of advice to vulnerable adults and carers, looking at support options, drafting support plans with customers and carers and implementing these to meet eligible needs, alongside Health, voluntary sector, community resources, and statutory services.
* The jobholder needs to use their judgement in assessing individual needs against eligibility criteria, determining risk and, where appropriate, producing or implementing a support plan which identifies how a customer wishes to use their personal budget .
* The job holder needs to be aware of the Safeguarding Procedures, DoLS, CHC eligibility, Care Act eligibility, MHA and the Mental Capacity Act. They are expected to report any concerns to their line manager about any possible abuse or neglect in order that immediate protection needs are considered and action taken.
* The professional, emotional and practical support provided by Social Care Workers is rated highly by customers and Carers, and if done well, enhances the reputation of the Council. This input improves relationships within families, provides short breaks and support to customers and promotes new opportunities. It enables customers to have a better quality of life, and to remain living in, and contribute more fully, to their community.
* The post holder needs to be aware of the resource implications for any service commissioned and apply for appropriate funding via CYC management. They will understand the limits and boundaries of their own responsibilities and decision making and will seek advice and support as required from their line manager
* Inappropriate support and advice could lead to claims and consequential financial and reputation risk for the Council.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)*Description Value* Normal office equipment.
* Mobile phone
* Skyguard device
* Entrust card

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| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* The jobholder’s work is subject to constant review and he/she has to be able to prioritise their daily work schedule, work with conflicting demands, unpredictable situations, changing deadlines and legal requirements in order to identify and meet customer/Carers demands, and the Directorate performance and savings targets.
* Timely Reviews and assessments are a key priority and deadlines must be met due to the complexity of customers needs and the significant potential consequences of untimely or non intervention.

Physical demand* Normal office environment, opportunity to work from home plus regular travel within various locations within the community and visits to customers homes.
* Job holders need to be aware of the health and safety risks re: manual handling/ assisting with transfers and transporting equipment (wheelchairs / frames) and lone working

Working conditions* Frequent home visits – conducted by social care workers alone to customers / carers homes (approx x 5 - 10 visits minimum per week)
* Normal office environment but high mobile working.
* Staff can be exposed to dirty and unsafe working environments – ie: unhygienic or hazardous home environments, as part of visiting customers / carers at their homes.
* The job holder may occasionally experience risk from a customers pet(s).
* The job holder may be working with people in crisis and as such, customers/ carers may express high emotions and have unpredictable responses due to their physical or mental health.
* The job holder must be aware of the risk of regular verbal abuse from customers/carers and the risk of potential physical abuse

 Work context* Office environment, although regular visits to customers homes.
* Working with vulnerable people in distress or under stress, can present challenging/difficult situations.
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| **9.** | KNOWLEDGE & SKILLS* Experience of assessing customer care needs, and previous experience of working in a positive, person centred way with customers is required.
* High level people skills andnegotiating skills are required when dealing with customers and service providers. Job holders need to understand the conflicting needs that can arise between customers and their carers and negotiate or advocate accordingly with this in mind.
* Job holders need to be aware that some customers may present with significant mental or physical health needs and they will need to adapt their style of working accordingly.
* Staff must be able to understand the strengths and asset based approach to analyse information and assist customers to access resources, build appropriate networks and make sound, rational decisions as to how to meet their desired outcomes. .
* An ability to work with a high degree of autonomy in community settings and deal with challenging situations is required alongside a detailed understanding of services, voluntary groups, health provision and community solutions. The job holder must have a willingness to identify existing resources and opportunities within communities
* In determining outcomes, and to ensure the safety of customers, carers and staff, the post holder needs to be able to justify and explain their rationale clearly for actions taken and advice given.
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|  | * The job holder must have the ability to follow procedures and policies with regard to confidential information and the use of IT systems.
* A working understanding of the implications of The Care Act, DoLS, CHC, Adult Safeguarding and the Mental Capacity Act is required.
* The ability to arrange and chair effective meetings.
* The ability to work effectively in a pressurised environment, meeting deadlines and prioritising workloads.
* Good inter-personal skills and the ability to operate within an inter-agency environment and a wide variety of customers aged 18 to older age.
* Good standards of written and oral communication and the ability to communicate effectively with customers, colleagues and providers.
* An ability to present information in report form, using IT skills and good written English.
* Good basic numeracy skills and an ability to understand financial information.
* Be able to demonstrate an understanding and commitment to the Council’s policy on anti-discriminatory practice and equal opportunities.
* An understanding and effective use of cross agency health and social care practice with others involved in the care of vulnerable people. This would include acute/ community health services, voluntary services, statutory services, community resources and Housing.

 Additional Knowledge and Skills required for the Carers Specialist Role:* Job holders need to bring to the role excellent listening skills, empathy and an understanding of carers’ needs.
* Jobholders need to have or quickly gain the knowledge of what services are available and be able to apply this knowledge creatively and develop an outcomes-based approach that considers a broad range of ways in which solutions may be reached that meet the needs of the carer, rather than a focus only on more traditional statutory solutions.
* Jobholders will need to have the courage and skills to tease out and address difficult issues. They need to recognise and understand the challenges and emotions that many carers will face culturally, socially or within their own world view, in considering their own needs or asking for help, essential for anybody carrying out Carers’ Assessments. They will need to provide a patient and painstaking approach to teasing out a situation and seeing behind the everyday coping mechanisms.
* They need to be able to recognise and respect the skills and coping mechanisms that the carer employs and work with the carer to maximise and encourage those while also building on this to identify and address their concerns and struggles. They need to have the courage and sensitivity to be able to talk through issues such as whether someone is willing or able to continue caring and put together emergency and future plans.
* Jobholders will need to provide clear communication, during and after the Carers Assessment to ensure clarity about the purpose of the assessment, the choices available to them and the whole process itself.
* Able to recognise carers as experts in the situation of the person with care needs and as adults who are able to make their own decisions and take part in the process in an active way. They need to provide written follow up that shows the outcome of the Carers’ Assessment and a plan in place about what happens next and how the carer can feed into the process if they disagree with what is written down or if their circumstances change.

*This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**JOB REPORTS TO:Senior Practitioner/Assistant Service ManagerOTHER JOBS AT THIS LEVEL: Social Care Worker THIS JOB:Carer Specialist (Social Care Worker)Jobs reporting up to these: NONE |