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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Social Care Manager | **POST NUMBER:** 1100CQJ/1100CQP/1276YFX/1342YFX/1166YFX/1248YFX/1365YFX |
| **REPORTS TO** (Job Title):  | Locality Manager |
| **DEPARTMENT:** Adult Services | GRADE: 9 |
| **JE REF:** | 101A00170 | PANEL DATE: | 26/07/2016 |
| **1.** | **MAIN PURPOSE OF JOB** To assess the needs of customers and carers, involving them in the assessment of needs and the development and monitoring of individualised care packages, in conjunction with other health and social care agencies. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To undertake the assessment of the needs of adults (including parents with disabilities) and their carers against eligibility criteria in compliance with legislative requirements, professional standards and corporate policy and procedure.  |
|  | ii | To lead and coordinate multi-disciplinary assessments, including relevant financial appraisal, when appropriate.  |
|  | iii | To undertake individual care planning and develop, and recommend for approval, care packages through consultation with service users, carers, care providers, other care professionals and advocates.  |
|  | iv | To manage complex and unstable cases and provide professional advice and support, including emotional support, crisis intervention, conflict resolution, mediation, negotiation and advocacy. |
|  | v | To oversee and co-ordinate the implementation of each individual care plan, including the services provided by other agencies and individuals. |
|  | vi | To monitor, review and reassess individual care packages and respond to changing needs and issues raised. |
|  | vii | To negotiate and contract with external providers for services to meet assessed needs. |
|  | viii | To record and highlight any identified service deficiencies and address any unmet needs in the planning process. |
|  | ix | To maintain accurate records about customer needs and service activities in written and electronic format.  |
|  | x | To collatefinancial information and act in an advisory capacity and explain to customers financial issues linked to care provision, e.g. deprivation of assets, non-payment of charges, debtor regulations. |
|  | xi | To undertake crisis care management in the absence of an allocated worker or when the task is outside the remit of the Review Manager. |
|  | xii | To undertake adult protection investigations and other ‘Appropriate Adult’ duties. |
|  | xiii | To work as a member of a multi disciplinary team and contribute to the development of services and good practice.  |
|  | xiv | To establish and maintain close working contact with other members of the integrated team and other service providers in order to negotiate successfully care packages and to provide good customer service. |
|  | xv | To arrange, chair and minute meetings, produce a plan, seek authorisation, ensure it is enacted and provide feedback to the appropriate manager. When appropriate, adopting the Care Programme Approach for the meeting. |
|  | xvi | To undertake such other duties as may be required from time to time within the general scope and commensurate with the grade of the post |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 1 Indirect: 0One student at any one time |
| **4.** | **CREATIVITY & INNOVATION*** A high level of creativity and innovation is required in providing a person-centred service, exploring different ways of meeting individual needs against eligibility criteria and tailoring care plans, which are subject to resourcing constraints.
* Creativity is necessary in the assessment of individual needs and translating these into a care plan, determining what services are available and needed and how best to make the plan work.

The jobholder needs to monitor established processes continually to meet the needs of Adults, assessing risk and ensuring efficient service provision and improvement.* Innovative approaches are frequently required establishing a balance between the service user and the carer e.g. creating opportunities to assess separately where there is conflict, involving external advocates, other care managers, etc.
* Dealing with vulnerable service users means that the job holder is presented with problems which are unique and complex for which there are no generic or textbook responses. The jobholder must find innovative solutions which meet the needs of service users using their professional skill, judgement and knowledge of community care legislation.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal** Regular contact with staff in all the Council’s directorates about social care issues to inform, to access relevant services and to advise on customer groups. The jobholder has contact with the Legal Services Department providing information and seeking advice. Seeking advice from the Senior Practitioner and Service Manager to authorise the recommended action.**External** Contact with health professionals in hospitals and the Primary Care Trust and, in particular, with those psychiatrists, psychologists, physiotherapists, occupational, speech and language therapists and community nurses who are part of primary care services. Contact with a variety of providers, including specialist providers, universities and colleges about students and the police in matters of adult abuse or to provide advocacy when individuals are being interviewed. |
|  **6.** | **DECISIONS – discretion & consequences*** Plans and prioritises own workload against the department’s and own work plan. Needs to respond rapidly to service users requiring urgent attention, analysing the problem and exploring options and solutions.
* Subject to the requirements of community care law, the Council’s and nationally determined policies and procedures, the jobholder has wide-ranging discretion concerning the assessment of the needs of service users and carers and the provision of advice on the care of vulnerable adults, drafting care plans and implementing recommendations.
* The jobholder needs to use professional judgement in assessing individual needs against eligibility criteria, determining risk and producing, implementing and monitoring care plans for vulnerable people with complex problems.
* The professional and emotional support provided by social care managers is rated highly by carers, if done well, and enhances the reputation of the Council as a service provider. It facilitates communication at all levels, improving relationships within families, can provide respite to carers and furnishes new life opportunities, enabling service users and carers to have a better life and to contribute more fully to the community.
* 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.
* Safekeeping of service users’ possessions (including cash) in emergency situations e.g. hospital admission.
* Mobile phone.
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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 deal with conflicting demands, changing deadlines and requirements.
* The Referral and Assessment Team based at the Hospital operates a seven day service between the hours of 8.00am and 8.00pm for which the appropriate allowances will be paid.

Physical demands* Normal office environment.
* Some driving to out of authority placements.

Working conditions* Normal office environment.
* Frequent home visits.
* Can be exposed to dirty and unsafe working environments

Work context* Normal office environment.
* Dealing with vulnerable people in distress with the potential to be faced with highly challenging situations.
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| **9.** | **KNOWLEDGE & SKILLS*** The jobholder must have a final level professional qualification in:
1. Social work, e.g. C.Q.S.W., C.S.S., Diploma in Social Work (DipSW) or
2. Nursing, Occupational Therapy or similar as defined in the National Conditions of Service and a minimum of 2 years’ post qualification experience, including a minimum of 1 year’s community based practice.
* The jobholder needs to have a good knowledge and understanding of community care legislation and its practical application, of health conditions, mental health problems, the nature and range of vulnerable adult’s issues and of alternative communication methods.
* Good knowledge and understanding of the Council’s and the department’s policies, procedures and practices.
* Be able to demonstrate an understanding of and commitment to the code of practice of the GSCC.
* Be able to demonstrate and understanding and commitment to the Council’s policy on anti-discriminatory practice and equal opportunities.
* Must be able to analyse information and make sound, rational decisions.
* Sound oral and written communication skills, with an ability to present information in report form.
* People management (including group work skills) and negotiating skills are required when dealing with users, carers and service providers.
* Team working.
* IT skills
* Experience of cases involving the resolution of complex professional and legal issues affecting the care of individuals in relation to the courts, case conferences and other formal processes.
* Experience of cross agency practice with others involved in the care of vulnerable people, e.g. acute/ community health services, the police, schools and colleges.

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.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: Locality ManagerOther jobs at this level: Senior PractitionerTHIS JOBJobs reporting up to this one: Student x 1 |