

Job Description and Person Specification

Job title:	Social Care Practitioner
Directorate:	People
Service:	Adult Social Care
Team:	Maximising Independence Team
Post number:	04287/04269
Salary grade:	G
Work location:	Hillcroft House
Reports to:	Assistant Team Manager
Supervises:	

Job Purpose

- To receive and respond suitably to contacts from people who need support and their carers.
- To work with those people to identify how their needs affect them and what needs to happen to manage those needs.
- To work with those people to develop and implement plans to manage those needs.
- To record all relevant details relating to their work.
- Where appropriate, to review those arrangements.
- To take an approach which prevents, reduces or delays the need for care and support.

Structure Chart

Please see separate structure chart

Main Duties and Responsibilities

- To provide people with good quality advice and information in both a hospital and community setting.
- To work with people to connect them to a range of community resources. This may include the provision of equipment, telecare or minor adaptations.
- When necessary, to work with people in crisis to stabilise their situation.
- When necessary, to work with people to meet long-term care and support needs.
- When necessary, to review care/support arrangements.
- Where appropriate, to secure a personal budget in order for a Direct Payment to be set up by Locality Teams.
- To seek guidance as necessary and work jointly with managers or colleagues with specific skills, qualifications, experience or knowledge.
- To develop own knowledge of relevant services and systems relating to care and support needs.

Main Duties and Responsibilities

- To consider and respond appropriately to issues of risk, including safeguarding.
- To assist service users and carers to construct a Support Plan which meets their needs, maximises independence and covers identified risks. In doing so, offering the widest possible flexibility and choice through comprehensive engagement with the family, the community, voluntary organisations, and provider services.
- To communicate clearly.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.
- To ensure that all records / reports, in whatever format, are completed thoroughly and accurately.
- To ensure that own practice is of the required standard by knowing and implementing relevant policies, procedures and guidance.
- To actively participate in supervision, appraisal and relevant training.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- The post holder is responsible for identifying and recommending services or expenditure to meet people's care and support needs.
- No direct budget responsibility
- The post holder shares in the wider responsibility of ensuring that Public Funds are used wisely and effectively.

Person Specification

Qualifications	Essential/ Desirable	Internal use only
NVQ Level 2 in care or similar relevant qualification	E	1
NVQ Level 3 in care or similar	D	1
Experience		
Experience of working in social care services	E	1
Experience of working in partnership with others	E	2
Knowledge and understanding		
Working knowledge of the provision of health and social care services	E	1
Knowledge of relevant legislation and guidance, including Care Act, Mental Capacity Act, etc	E	2
Knowledge of Safeguarding Adults requirements	E	3
Knowledge of Direct Payments system	E	4
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
IT skills, to include use of Email, Internet, Word processing and Case Management systems	E	3

Ability to work with people with a range of disabilities and communication needs	E	4
Ability to work collaboratively with colleagues in a range of settings – e.g. health and social care colleagues, voluntary sector, community resources, Council staff	E	5
Ability to make timely judgements regarding the needs of individuals and to signpost / refer elsewhere if appropriate	E	6
Good verbal and written communication skills	E	7
Work-related personal qualities		
Commitment to ensuring anti-discriminatory and anti- oppressive practice	E	1
Positive attitude towards risk enablement / management	E	2
Ability to prioritise	E	3
Good interpersonal skills -- communicating, listening, responding	E	4
Other work-related requirements		
Full driving licence and use of a vehicle for work	E	1
Flexibility and adaptability	E	2
Participate as necessary in a duty rota	E	3
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	4
Enhanced DBS check with relevant barred list/s	Yes	n/a
Is this post politically restricted?	No	n/a