

FALKIRK COUNCIL



Job Profile

Job Title:	Social Care Officer (Living Well)
Reporting to:	Team Manager, C E S / Living Well
Responsible for Line Management of:	N/A
Your Job is to:	You will work with individuals, using the Living Well Falkirk tools, to support them to understand the impact they can make on their ageing journey that enable them to maintain their independence and abilities as they age. You will work with professionals and community groups to raise awareness of the service and of the benefits to citizens of them taking action to improve their ageing journey. You will work with the software supplier to continuously update the information within the system.
Grade:	F
What you will do :	
Job Specific Tasks	
1. Screen and prioritise referrals to the service, make contact with individuals, offer and arrange appointments which may be in-person, electronic (e.g. using Near Me or similar), or via telephone. 2. Meet with individuals (and carers or other support person); support individuals with an assessment to provide information on their ageing journey, how they can impact their ageing, and how they can maximise their abilities and independence as they age. 3. Maintain accurate records on work with individuals, place orders via other services using their processes (e.g. Housing Services adaptations requests and Equipment Service ordering processes) and plan relevant follow-up to check that individuals' outcomes are met. 4. Provide information, advice, signposting, and onward referral in relation to a wide range of issues which people may experience. This can include, movement patterns to build strength, balance, and stamina, accessing disability equipment, benefits information, budgeting, mental well-being, housing needs, and addressing social isolation. 5. Demonstrate and trial equipment that can support people while they work on improving their abilities or for longer periods. Explain and demonstrate how to adjust and fit equipment for safe use in their home. 6. Contribute to the development of the Living Well Falkirk service and IT system, to raising awareness of its purpose, aims, and benefits. This can be with individual citizens, at public events, and in groups with carers, and internal and external agencies. 7. Create presentations and training materials, to support online learning, face-to-face induction/training, and awareness-raising for a variety of groups including Council and Health and Social Care staff, community	

groups, private citizens, carers. Deliver presentations and/or training using the materials that have been created.

8. Contribute to the collection and analysis of data in relation to activity with individuals' assessments, attendance at public events, and engagement with professionals and third sector groups.
9. Prepare and be available for supervision. The postholder will provide an update to their supervisor on work progressed and in progress, including specific casework and projects. The postholder will take an independent note of agreed actions and guidance, to allow them to progress their workload and to discuss progress or outcomes at future supervision sessions.

Job Demands

1. You will be office based with travel between locations.
2. You will be required to plan and organise your own workload and that of others.
3. You will be required to deal with conflicting priorities and deadlines.
4. You will regularly be responsible for cash handling or processing financial transactions such as invoices
5. You will be required to deliver training courses.
6. You will have excellent communication skills and regularly advise, counsel, negotiate and persuade others.
7. You may be required to interact with demanding/angry individuals.
8. You will encounter individuals whose circumstances mean they are distressed because of their physical, emotional and/or mental health needs.
9. You may encounter individuals who do not agree with decisions made by the Council.
10. You will assess the needs of service users.
11. You will be required to provide advice, guidance or personal services to individuals or groups
12. You will be responsible for handling and processing information.
13. You will be responsible for moderately expensive equipment.
14. You must be mobile throughout the Council.
15. You will be required to use your own initiative.
16. You will be required to exercise sound professional judgement.
17. You will be required to maintain up to date knowledge of relevant legislation.
18. You will be required to maintain confidentiality at all times.
19. You will be required to work as part of a team.

Health & Safety

1. Work safely and follow procedures.
2. Take care of own health and safety and that of others whilst at work.
3. Comply with the Council's Health and Safety Policy.
4. Help create and promote a positive health and safety culture.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • SVQ Level 3 in Health and Social Care • Gain/maintain PVG membership for working with Children & Protected Adults		Application Form Interview Qualification
Essential Skills, Knowledge & Experience	Ideally you will have	How we assess this
• Presentation skills • Organisational skills • Customer care skills • Analytical skills • Report writing skills • Problem solving skills • People management skills • Attention to detail • Relevant experience is required. • Experience in moving and handling. • Ability to organise competing demands. • Experience using MS office packages.	• Coaching skills • Mentoring skills • Experience working as part of a team. • Experience working with adult care groups. • Experience of relevant legislation. • Experience in data protection legislation. • Knowledge of Community care legislation. • Experience building relationships with external agencies. • Experience working in a Multi-disciplinary/partnership. • Experience working in a community setting. • Awareness of age related functional decline • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		How we assess this
• Demonstrates behaviours which are consistent with Falkirk Council Values (Responsive, Innovative, Trusted, Ambitious)		Application Form Interview