East Lothian Council

JOB OUTLINE	
JOB TITLE: Community Care Worker	**JET CODE: 7386**
SERVICE: Various	
DIVISION: East Lothian Health & Social Care Practice	
REPORTING TO: Team Manager – Health & Social Care	
RESPONSIBLE FOR: N/A	

JOB PURPOSE:

Co-ordinate the provision of a range of services to meet the assessed needs of individuals requiring assistant, to enable them to maintain and maximise their independence.

MAIN DUTIES:

Responsible for undertaking assessment and review of need and risk assessments with clients with a full range of issues from medium to critical, applying eligibility criteria as required, in line with legislation and human rights, e.g. rights to advocacy, capacity and consent, Welfare Guardians, Power of Attorney. This includes assessment and review of care and support needs, equipment, environmental and financial circumstances and can include review of private guardianships.

Consistently demonstrate excellent communication skills in order to apply an asset based approach with all clients throughout assessment.

Responsible for supporting client to identify personal outcomes, and preparing care plans to meet assessed need; supporting client to understand and consider self-directed support options and support service arrangements accordingly.

Assess high volumes of information and appraise situations applying appropriate judgement, analysis and evidence based practice, at speed, to inform decision making, solve varied problems, mitigate risk and deliver immediate and short term management of situations.

Responsible for securing services to meet assessed need, processing in line with organisational policy and protocols, maintaining an awareness of financial pressures, limited resources and best value. -

Responsible for ongoing risk assessment if/when unmet need is an identified issue.

Maintain a case load of vulnerable clients, with a diverse presentation of risks and support needs, including those who may have periods of chaotic lifestyles, who require close support to deal with crises, support to establish daily routines, complete tasks and manage financial issues.

Monitor, review and analyse client needs, adjust arrangements, equipment and/or care and support plans as necessary.

With supervision, work with clients with a higher level of presenting risk and complex needs; providing support to maintain safer lifestyle decisions; monitoring quality and impact of support service.

Provide support to carers and clients to ensure income maximisation, through a range of tasks including DWP benefits, grant or other revenue sources, or onward referral to other agencies e.g. Citizens Advice Bureaux for debt management.

Promote and support a range of preventative services, providing advice and guidance to service users to promote self-management, accessing of universal services and mitigation of risk.

Maintain client records in a timeous manner, accessing multiple systems in accordance with relevant GDPR polices using client information systems and other systems as defined by team, e.g. NHS L TRAK, ELMS and financial systems, in accordance with departmental and statutory requirements at all times.

With supervision as required, utilise complex legislative, departmental, and financial processes to individual client situations, supporting their understanding and engagement, e.g. development of personal budgets, Direct Payments, arrangements for payment of long term care, client contributions towards the costs of care and management of client funds.

Work autonomously, and as a lone practitioner for periods of time with access to advice and guidance as necessary, initiated by the CCW, supporting clients to consider and achieve their outcomes.

Work autonomously to assess and prescribe equipment and adaptations, applying financial accountability, including supporting management of client funds, in accordance with eligibility criteria.

Responsible for demonstrating and explaining use of equipment to carers and/or clients, following service requirements and maintaining accountability for client and carer safety.

Responsible for the development of Adult Carer Plans, with unpaid carers, to identify and mitigate carer stress, make necessary arrangement for replacement care, and directly contribute to the wellbeing of unpaid carers.

To work in partnership with both internal (to the HSCP) and external colleagues, to ensure the highest possible quality of service to clients and carers.

Contribute to formal processes, including Adult Support and Protection procedures, including the identification and reporting of ASP concerns to uphold the safety and wellbeing of clients.

Contribute to hospital discharge and patient flow processes, working in partnership with hospital staff, including a range of clinical professionals such as District Nurses, GPs Allied Health Professionals and Psychiatry.

Contribute to the assessment and reviews for both private and/or local authority Welfare Guardianships. In the course of day to day contact with clients, identify and act on situations where there may be a need to pursue Guardianship.

Liaise, as required, with external agencies e.g. GPs, justice services, Police Scotland, in relation to management of client situations, including the appropriate exchange of confidential information, in full compliance with GDPR information management protocols.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

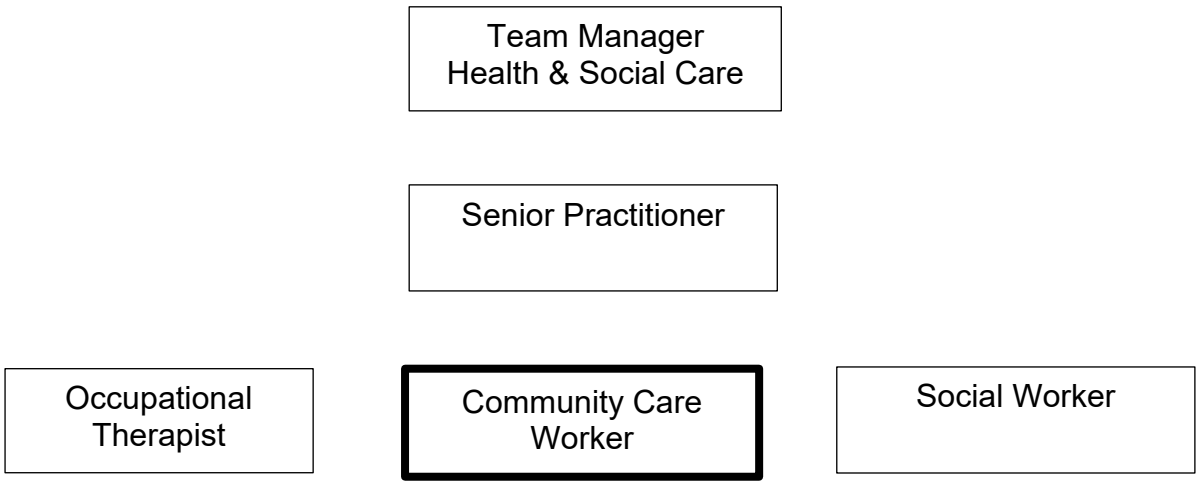
- Educated to HNC or SVQ level 3 in social care, or equivalent, and be able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

- Driving is essential and must hold a current driving licence.

Disclosure Scotland:

- **This role requires PVG clearance** for regulated work with protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to HNC or SVQ level 3 in social care, or equivalent, and be able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. As you are required to travel to manage the workload, driving is essential and you must hold a current driving licence. **This role requires PVG clearance** for regulated work with protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**	Adult Support and Protection training Child Protection training
Previous Experience (Paid & Voluntary Work)	Experience in a health and social care setting.	Experience of responsibility of individual case work.
Knowledge/ Skills /Competencies	Excellent verbal and written communication skills Effective organisational and time management skills Awareness of social work legislation i.e. Self Directed Support, Adults with Incapacity, Adult Support and Protection, Carers Act. Ability to manage highly personal information, sensitively and maintaining confidentiality as required. Effective IT skills	

	Make a significant contribution to specific service projects and programmes Effective use of the range of Microsoft Office applications.	
Personal Qualities	Ability to prioritise a varied and complex workload. Ability to investigate and resolve problems Ability to work as a team and autonomously, with limited supervision. Ability to work under pressure and meet deadlines. Ability to develop and maintain effective working relationships with colleagues, clients and stakeholders. Resilient and able to develop, with support, strategies to manage a high stress environment. Experience and evidence of working in a compassionate manner, upholding the dignity of clients and carers at all times.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	