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| **Department** | **children’s and adult services** |
| **Job Title** | **social care navigator** |
| **Grade** | **grade H (plus additional enhancement for 7 day working)** |
| **Primary Purpose of Job** | To assist the integrated Health and Social Care Team to do everything possible to ensure the service fulfils its primary purpose both effectively and efficiently. |
| **Reporting To** | Deputy Team Leader |
| **Responsible for** | The provision of an effective and efficient social work service within the Integrated Tier Service  Assessment and developing and arranging appropriate packages of care/services for service users, their families and carers, and providing professional support.  Work within a multi -disciplinary team to contribute to the provision of community based services and hospital admission avoidance. Provision of social work and case management support to service users, their carers and families.  Liaison with providers to ensure service users their families/carers have access to a range of services appropriate to their needs. |

**Main Duties**

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| **1** | Offer advice and information and support to individuals and carers. |
| **2** | Work with individual families, carers, groups and communities to help them make informed decisions. |
| **3** | Assess needs and options to recommend a course of action. |
| **4** | Respond to crisis situations within the legislative framework. |
| **5** | Prepare, produce, implement and evaluate plans with individuals, families, carers, groups, communities and professional colleagues. |
| **6** | Promote individual’ s independence and self-care in their local community using an asset based approach. |
| **7** | Address behaviour, which presents a risk to individuals, families, carers, groups and communities. |
| **8** | Advocate with, and on behalf of, individuals, families, carers, groups and communities. |
| **9** | Prepare for and participate in decision-making forums. |
| **10**  **11** | Assess, minimise and manage risks to individuals, families, carers, groups and communities including self and colleagues.  Manage and be accountable for your own work. |
| **12** | Contribute to the management of resources and services. |
| **13** | Manage, present and share records and reports. |
| **14** | Work within multi-disciplinary and multi-organisational teams, networks and systems. |
| **15** | Research, analyse, evaluate and use current knowledge and contribute to the promotion of best social work practice. |
| **16** | Work within agreed standards of social work practice and ensure own professional development. |
| **17** | Manage complex ethical issues, dilemmas and conflicts. |
| **18** | Organise and maintain the effective use of information technology systems and software. |
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| **Date Job Description prepared/updated:13/02/2020** |  |
| **Job Description prepared by: Julie Nuttall** |  |



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| **Department** | | | | **CHILDREN’S AND ADULT SERVICES** | |
| **Job Title** | | | | **SOCIAL CARE NAVIGATOR** | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | To be able to review, evaluate and liase with others to identify the best form of initial contact and involvement | | | | Application/Interview |
| 2. | Demonstrate ability to work with service users to ensure they can make informed decisions about their needs. | | | | Application/Interview/Written Test |
| 3. | Ability to identify and assess need, options and urgency of situation, and to plan and implement action to meet this. | | | | Application/Interview/Written Test |
| 4. | Develop, maintain and review professional relationships with service users to avoid crisis situations, achieve change and improve life opportunities | | | | Application/Interview |
| 5. | To have ability to assist or advocate for service users to represent their needs, views and circumstances | | | | Application/Interview |
| 6. | Prepare reports and documents for decision-making forums, and work with service users to help them understand the procedures, outcomes, and to be involved in decision-making forums. | | | | Application/Interview |
| 7. | Identify, assess and manage risk to service users whilst balancing their rights and responsibilities. | | | | Application/Interview |
| 8. | To be able to manage, prioritise and monitor own work, based on social work practice and the use of professional managerial supervision to improve your practice. | | | | Interview |
| 9. | To be able to contribute to monitoring the effectiveness and quality of commissioned services. | | | | Interview |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| 10. | To be able to maintain accurate, complete, accessible and up-to-date records and reports which meet legal and policy frameworks, using appropriate Information Technology, systems and software. | | | | Interview |
| 11. | Ability to work effectively within a multi-disciplinary team and systems. | | | | Interview/Application |
| 12. | Ability to review and update your own knowledge of legal, policy and procedural frameworks and social work models and methods, to develop and improve your own practice and contribute to team development. | | | | Interview |
| 13. | To be able to work within the principles and values underpinning social work practice and take action to ensure own professional development. | | | | Interview/Application |
| 14. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | |
| 1. | | CQSW/DIPSW/SW Degree or equivalent. Social Work England registered | | | Certificate/Application. |
| 2. | | Some demonstrable experience of work in social care. | | | Application/Interview |
| **3. Work Related Circumstances** | | | | | |
| 1. | | Bolton Council is a Smoke-free Employer | | |  |
| 2. | | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | | | Application Form  Interview |
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| 3. | | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours. Work up to 8pm and over the weekends will be required in line with service demands. | | | Application Form  Interview |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Experience of working in an Intermediate Care Service | |  |
| 2. |  | |  |

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| **Date Person Specification prepared/updated: 13/02/2020** |  |
| **Person Specification prepared by:**  **Julie Nuttall** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.