

**Saving *lives*,  
Improving *lives***



**Northern Care Alliance**  
NHS Group

Salford | Oldham | Bury | Rochdale | North Manchester

# **Salford Care Organisation**

## **Job Description & Person Specification**



## **Choose to make a Difference**

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

# **We're thrilled you're thinking of joining us!**

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

Salford Royal NHS Foundation Trust was rated an 'Outstanding Trust' for the second time by the Care Quality Commission (CQC) in 2018. This achievement marked Salford Royal as the only NHS acute and community Trust in the UK to be rated as

Outstanding on two consecutive occasions.

The Trust is consistently rated as one of the best places to work in the NHS and here are just a few of the reasons why:

- Major teaching hospital for the Universities of Salford & Manchester.
- Recent investment of £200 million to develop our main hospital site.
- Leading Major Trauma Centre for Greater Manchester, largest Dermatology Centre in Europe, leading UK centre for Neurosciences, leading centre for clinical trials and other studies.
- Identified as a Global Digital Exemplar, a key part of the NHS Driving Digital Maturity programme.

The Trust has many nationally and internationally renowned clinicians who are pioneering the latest techniques and treatments. The Trust has an excellent reputation for quality and innovative clinical services, teaching and research.

In Salford the NCA was proud to be able to develop one of the country's first integrated health and social care services. This joins up the best of health, social care and support within the integrated care division of Salford Care Organisation. Focussing on person centred approaches for better outcomes, improved service user experience and utilising local resources to support people to live independently and with the highest possible quality of life.

# Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients and service users. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

## **Patient & People Focus**

This value enables us to place the patient and service user first with everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, service users, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

## **Continuous Improvement**

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

## **Accountability**

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

## **Respect**

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

# Job Description

**Job Title: Community Assessment Officer (Adults)**

**Band:**

**Reports to: Advanced Practitioner/Team Manager**

**Responsible to: Divisional Director of Adult Social Care**

**Base/Department: Integrated Care Division**

**Main purpose of the job:**

- To provide an assessment, support planning, monitoring and reviewing function for people and / or carers
- To work across the assessment and care management service, and/or occupational therapy service as required
- To work as part of a multi-disciplinary team and to undertake core functions as required
- To provide care and support closer to home, in line with health and social care priorities
- Support people to identify their own individual needs and desired outcomes and explore and support them to improve their well-being
- To carry out activities under the direction of an Advanced practitioner Team Manager, or other professional staff
- **Accountable for** co-ordinate of resources and seek modification of attitudes and/or behaviour when required across the range of adult client groups

## Main Tasks & Overview of Responsibilities

- To undertake social care assessments/reviews that promote well-being, self help and support independence.
- To undertake assessments as required that may assist in the provision of equipment that promote independence.
- To produce and agree a support plan, if required, with individuals and their carers/families which acknowledges the strengths within their current situation and any additional support which will enable to them to remain as independent as possible.
- To work with people with varying needs, and to carry out assessments, as determined by an advanced Practitioner and/or Team Manager, (including eligibility assessments, risk, moving and handling and

equipment) for people and / or carers as required

- To calculate personal budgets as part of the assessments of need
- To support people to create their support plan, taking account of their needs, goals, outcomes and the indicative personal budget arrived at
- To carry out reviews of people's needs and circumstances and make changes to support as necessary
- To arrange emergency social care support as required
- To undertake specific responsibilities within the team such as answering the telephone and triaging of cases
- To build relationships with service providers, voluntary groups, to ensure that there is support available for people to access or purchase
- To commission support and social care services when the assessment and planning has provided the information to allow an informed decision that support is required.
- To provide appropriate information, advice and signposting to community services which enables and promotes both self-determination and social inclusion.
- With appropriate support undertake assessments of an individual's mental Capacity with regard to their ability to understand the decision making required.
- To undertake and participate in the team 'on –call/ duty' system on a rota basis providing a social care service to the community.
- To hold an allocated caseload as required under the guidance of the Advanced Practitioner/ Team Manager.
- To collect and record on the appropriate documentation, information relating to any cases including safeguarding enquires on personal caseload and when on- call/duty.
- To attend/participate/chair/minute Meetings under the guidance of the advanced practitioner and/or Team Manager. To attend supervision on a regular basis as requested by the Team Manager.in line with policy
- To attend peer group meetings and other meetings as required requested by the Advanced Practitioner/Team Manager.
- To attend multi-disciplinary meetings on the allocated caseload or on call /duty as required by the Advanced Practitioner/Team Manager. These include discharge planning meetings in hospitals, self-neglect meetings, safeguarding meetings
- To work closely with social care/multi-disciplinary colleagues to support individuals in the community and seek appropriate support from these colleagues as required.
- To be responsible for your own health and safety and that of service users and / or carers by adhering to policies and procedures
- To carry out all duties with due regard for confidentiality and data protection regulations
- To work flexibly and outside of normal working times to meet the requirements of the post as required
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will

be consultation with the employee and any necessary personal development will be taken into account

## **Communications and Relationships**

Communicate information effectively by adopting an appropriate style when writing or speaking to individuals or groups or when using information technology.

Present information and informed opinion in a professional manner, promoting a positive image.

Promote customer satisfaction by maintaining a positive impression of the health and social care service in all circumstances, identifying areas for improvement and challenging poor practice.

Demonstrate the ability to deal with confrontation by displaying confidence and reasonableness when advising on and discussing issues with customers, colleagues, senior managers and representatives from other disciplines / organisations.

## **Analytical and Judgmental Skills**

To be aware of national and local performance and quality assurance issues.

Support the manager by Contributing to development, improvement and evaluation of the service.

Ensuring the quality of your work is of a quality standard in line with the use of quality assurance tools; such as case file audits /closure of case audits

## **Planning and Organisational Skills**

An ability to prioritise work, meet objectives and manage an individual caseload.

To have a good understanding of the local community, statutory and non-statutory services

To have knowledge of and work within relevant organisational policies and procedures

## **Physical Skills**

Ability to use IT systems

## **Responsibility for Service user Care**

To ensure that effective and safe provision of social care is delivered to service users and carers in accordance with your statutory responsibilities.

Responsibility for ensuring there is direct user/carer involvement in service delivery.

Promote the independence and social inclusion of vulnerable older people/adults.

Ensure all queries are dealt with promptly and in the correct manner adhering to local policies.

## **Responsibility for Policy/Service Development**

To contribute to the development and local implementation of business plans as required.

## **Responsibilities for Financial and Physical Resources**

Work with line manager to ensure financial and other resources are managed

To ensure the services offered/commissioned are efficient and provides value for money.

## **Responsibilities for Human Resources**

Participate in supervision on a regular basis as requested by the Advanced Practitioner/Team Manager in line with policy.

Adhere to all relevant policies and procedures

## **Responsibility for Information Resources**

Contribute to complaint responses, Member enquires within their area of service as required.

Provide information and advice literature relevant to people's individual needs

## **Responsibilities for Research and Development**

Participate in Adult social care audits as required and other service related audits

## **Freedom to Act.**



Contribute to the development and implementation of appropriate policies, practices and standards as required

### **Partnership Working.**

Responsible for maintaining effective professional relationships with colleagues partners, Councillors and members of the public.

### **Equality and Diversity**

Ensure compliance across their service area with SRFT policies and procedures on equality and diversity

### **Making Every Contact Count**

#### ***To be included in all job descriptions***

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

Staff should use their interactions with the public to give them additional advice on health and wellbeing

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

### **Health & Safety**

Must adhere to all Trust Health and Safety policies.

Responsible for ensure staff safety and lone working policies are effective.

Responsible for ensuring any identified Customer Hazards are highlighted within the care management electronic system.

Promote well-being by ensuring an environment conducive to healthy and safe working; maintaining pleasant working conditions; managing time and workload; identifying signs of stress in self and others and taking appropriate actions

### **All people (including consultants) who manage others**

You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training



required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager.

### **General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank**

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

### **Safeguarding**

*To be included in all job descriptions*

The Trust 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. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

### **Electronic Client Record**

Adult Social Care records on an electronic client record. All staff must use this as the primary record as it supports delivery of Safe, secure personal customer care. Paper records are not used. Any paper documentation that sits outside of the care management system must be scanned and uploaded into the individual customer record system, using the customer's personal unique reference number.

The majority of documentation is entered directly on the system including health and social care issues, case histories and continuation notes, and risk assessments.

Access to this care management electronic system is via a unique login and password. All adult social care staff working at Salford Royal must receive training prior to accessing the system.

### **Code of Conduct**

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

## Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Education</b>	A general education commensurate with the need to keep sensitive, concise and accurate written records, and ability to communicate information appropriately, clearly and concisely both verbally and in written form.	✓		A,I
<b>Knowledge, Skills, Training and Experience</b>	An understanding of the role of Community & Social Care and of the relevant legislation in the provision of personal social Care and Health.	✓		A,I

	<ul style="list-style-type: none"> <li>• To have an understanding of the Mental Capacity Act and the requirement of best interest decisions should a person not have the capacity to make decisions regarding their care and support.</li> </ul>	✓		A,I
	<ul style="list-style-type: none"> <li>• To have a good understanding of the local community, statutory and non-statutory services</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To have knowledge of and work within relevant organisational policies and procedures.</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To support less experienced staff and mentor new staff and / or students from across Adult Health and Social Care Services.</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To liaise with other appropriate Adult Health and Social Care professionals / teams as may be necessary during the course of the work.</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To undertake and complete all mandatory training</li> </ul>	✓		

	<p>as required by the organisation.</p> <ul style="list-style-type: none"> <li>• To undertake all additional training appropriate to the role of a Community assessment officer as requested by the Team Manager required</li> <li>• To record all work on the correct documentation on the appropriate IT system as directed by the Advanced Practitioner /Team Manager</li> <li>• To adhere to the organisational Code Of Confidentiality at all times</li> </ul>	✓		
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	<ul style="list-style-type: none"> <li>• The post holder must carry out their duties with full regard to Salford Royal Foundation Trust Equal Opportunities, Health and Safety and Community Strategy policies.</li> </ul>	✓		A,I
	<ul style="list-style-type: none"> <li>• The post holder must be prepared to rotate across Health and Social Care Services on a planned basis if required by Adult Social Care</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To contribute and demonstrate a commitment to the integration of Health and Social care</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To undertake any other such duties that are reasonably commensurate with the level of this post.</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• To require and ensure all information received and disseminated, whether verbal or written, concerning other people both within and outside of the service is treated in the strictest confidence, and that all such</li> </ul>	✓		
		✓		

	<p>information held is regulated and controlled in a similar manner. An ability to work effectively and appropriately as a member of a Team and within the wider multi-agency framework.</p> <ul style="list-style-type: none"> <li>• An ability, at all times to be sensitive to the needs of the user/carer and to implement a needs-led approach to services while taking account of financial constraints.</li> <li>• Ability to identify the range of service user/carer needs, devising care and support plans and re-negotiating as service user/carer needs and circumstances change.</li> <li>• Awareness of the effects and implications of illness and disability on people and their families/carers.</li> <li>•</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>		
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	<b>Professional Conduct and Relationship Building</b> <ul style="list-style-type: none"> <li>• Ability to develop and maintain positive working relationships</li> <li>• Ability to cooperate and work well with others in pursuit of team goals</li> </ul>	✓		A,I
	<b>Innovation and Adaptability</b> <ul style="list-style-type: none"> <li>• A commitment to customer focussed service delivery</li> </ul>	✓		A,I
	<b>Reasoning and Problem Solving</b> <ul style="list-style-type: none"> <li>• Ability to make effective and timely decisions</li> </ul>	✓		A,I

## Physical & Mental Requirements

<b>Physical effort:</b> Key Board Skills Combination of sitting, standing and walking	<b>Emotional effort:</b> . Frequent exposure to distressing or emotional circumstances including delivering unwelcome news to staff customers and clients. Resolving conflict Dealing with challenging behaviour.
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<b>Mental effort:</b> Daily concentration on writing reports, analysis data, reviewing strategy and policy documents	<b>Working conditions:</b> Mainly office environment. Meetings in various buildings Occasional meetings in customers/clients home
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Authors

Stella Higgin – Head Of Service

Dave Williams - Head Of Service

Ann Brooking - Head Of Service