Community Assessment Officer (Adults)  
JOB DESCRIPTION

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| Job Title: | Community Assessment Officer (Adults) |
| AfC Band: |  |
| Directorate/Service: | Adult Social Care |
| Accountable To: | Advanced Practitioner/Team Manager |
| Responsible To: | Divisional Director of Adult Social Care |
| Base Location: | Salford |
| On-Call Requirement: | Yes/No (Please detail if required) |
| AfC Job Code: | Add Job Code |

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| Values |
| Three values are at the heart of our organisation: Care, Appreciate and Inspire.  Our values and behaviours define what’s important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive. |
| Structure Chart |
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| Job Summary |
| * 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. |

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| Key Role and 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. |

PERSON SPECIFICATION

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| Job Title: | Community Assessment Officer (Adults) |
| AfC Band: |  |

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|  | Essential | Desirable |
| Qualifications | * 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. |  |
| Professional Registration | N/A |  |
| Knowledge, Training & Experience | * An understanding of the role of Community & Social Care and of the relevant legislation in the provision of personal social Care and Health. * 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. * 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. * To undertake and complete all mandatory training as required by the organisation. * To undertake all additional training appropriate to the role of a Community Assessment Officer as requested by the Team Manager required. |  |
| Skills & Abilities | * To support less experienced staff and mentor new staff and / or students from across Adult Health and Social Care Services. * To liaise with other appropriate Adult Health and Social Care professionals / teams as may be necessary during the course of the work. * To record all work on the correct documentation on the appropriate IT system as directed by the Advanced Practitioner /Team Manager * To adhere to the organisational Code Of Confidentially at all times * 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. * The post holder must be prepared to rotate across Health and Social Care Services on a planned basis if required by Adult Social Care * To contribute and demonstrate a commitment to the integration of Health and Social care. * To undertake any other such duties that are reasonably commensurate with the level of this post. * 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 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. * 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. * 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. * Awareness of the effects and implications of illness and disability on people and their families/carers   Professional Conduct and Relationship Building   * Ability to develop and maintain positive working relationships. * Ability to cooperate and work well with others in pursuit of team goals.   Innovation and Adaptability   * A commitment to customer focussed service delivery.   Reasoning and Problem Solving   * Ability to make effective and timely decisions. |  |

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

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| Values | Behaviours (I will…) |
| CARE  We listen and treat each other with kindness. | Provide the highest standard of care, with compassion and kindness. |
| Communicate clearly, actively listen and be person centred. |
| Seek to understand and empathise. |
| Collaborate to deliver services that are safe and give confidence in our care. |
| APPRECIATE  We value and respect each other’s contribution. | Recognise and openly acknowledge how we all make a difference. |
| Value and respect others and share in celebrating our successes. |
| Treat people fairly, notice, champion and positively appreciate diversity. |
| Provide constructive feedback to support growth and development. |
| INSPIRE  We speak up and find ways to be even better. | Have a voice and act with integrity and honesty. |
| Make time to learn, share and find new ways of working. |
| Be positive, be open to change and empower others. |
| Work with my team and other teams to agree and deliver best outcomes. |

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

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| Infection Prevention |
| Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection. |
| Safeguarding |
| The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role. |
| Health and Safety |
| Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public. |
| Confidentiality and Data Protection |
| Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action. |
| Equality and Diversity |
| All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people’s rights in accordance with legislation, policies, frameworks, procedures, and good practice.  Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:   * eliminating discrimination, harassment and victimisation * advancing equality of opportunity between people who share a protected characteristic and those who don’t * fostering good relations between people who share a relevant protected characteristic and those who don’t * understanding the impact of policies, services and practice on people with different protected characteristics |
| Code of Conduct |
| Colleagues 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. Colleagues 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. |
| Leadership and Development |
| We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.  As you join us, you are required to attend our Corporate Induction, complete the Trust’s mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you. |
| Flexibility |
| This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager. |