

**Job Description**

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| **Department** | **Adults** |
| **Job Title** | Community Assessment Officer |
| **Grade** | G |
| **Primary Purpose of Job** | To assist the Adults Social Care Team to do everything possible to ensure the service fulfils its primary purpose both effectively and efficiently. |
| **Reporting To** | Team Leader |
| **Direct Staffing Reports** |  |

**Main Duties**

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| **1** | Provision of social work and case management support to service users, their carers and families. |
| **2** | Liaise with providers to ensure service users their families/carers have access to a range of services appropriate to their needs. |
| **3** | Offer advice and information and support to individuals and carers. |
| **4** | Work with individual families, carers, groups and communities to help them make informed decisions |
| **5** | Assess needs and options to recommend a course of action. |
| **6** | Prepare, produce, implement and evaluate plans with individuals, families, carers, groups, communities and professional colleagues. |
| **7** | Work with groups to promote individual growth, development and independence using an asset based approach. |
| **8** | Advocate with, and on behalf of, individuals, families, carers, groups and communities. |
| **9** | Assess, minimise and manage risks to individuals, families, carers, groups and communities including self and colleagues. |
| **10** | Manage and be accountable for your own work. |
| **11** | Contribute to the management of resources and services. |
| **12** | Manage, present and share records and reports. |
| **13** | Work within multi-disciplinary and multi-organisational teams, networks and systems |
| **14** | Organise and maintain the effective use of information technology systems and software. |
| **Date Job Description prepared/updated:** | **September 2019** |
| **Job Description prepared by:** |  |

**Person Specification**

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| **Department** | **Adults** |
| **Job Title** | **community assessment officer** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role  |
| **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 liaise 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. | Identify, assess and manage risk to service users whilst balancing their rights and responsibilities | Application/Interview |
| 7. | To be able to contribute to monitoring the effectiveness and quality of commissioned services | Interview |
| 8. | 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 |
| 9. | Ability to work effectively within a multi-disciplinary team and systems | Interview |
| 10. | Ability to review and update your own knowledge of legal, policy and procedural frameworks and be responsible for your own learning. | Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Some experience and understanding of working in a social care setting | Application/Interview |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview |
| 5. | This post has been designated an essential car user post. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Interview/Application |
| **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** |
| **1. Skills and Knowledge** |
| **2. Experience/Qualifications/Training etc** |
| 1. | NVQ level 3 or equivalent qualification in care or administration | Certificate/Application |

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| **Date Person Specification prepared/updated** | **September 2019** |
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**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.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





