

LANCASHIRE COUNTY COUNCIL

Job Description for the post of:
 Social Care Support Officer

Directorate: Learning Disabilities, Autism and Mental Health	Location:	OA North (Lancaster & Morecambe/ Fylde & Wyre)
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Establishment of team:	Working in Older Adults Community Mental Health Team	Post Number:	F-028-0022
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Grade:	Scale 6	Line Manager:	Team Manager (Grade 10)	Car User:	Yes
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Staff Responsibility: None	Number of staff directly supervised: 0	Which business plan covers this post? Learning Disabilities, Autism and Mental Health
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Our key objectives:

The following key objectives will shape the activities of the council going forward. These are grouped into four themes.

Our citizens

- Growing up prepared for the future
- Improving health and wellbeing
- Caring for our most vulnerable residents

Our communities

- Making Lancashire communities safer
- Making Lancashire communities stronger

Our county

- Supporting economic growth and new jobs
- Improving highways maintenance and safety
- Protecting and improving our environment

Our organisation

- Responding to significant financial, policy and service challenges means adapting our organisation to ensure it is fit for purpose whilst striving to ensure our customers receive the highest standards of service.
- This objective will shape the organisation in the future.

This post is currently with the Community Mental Health team within the Adult Mental Health Services.

To contribute to and undertake assessments, reviews and support planning services to adults within Mental Health Services who meet the Care Act eligibility criteria.

The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's Policies and Procedures and the Directorate's Statement of Principles and Standards of Conduct.

To instil, promote and maintain working relationships with all levels of management, employees and service users (including other Directorates of the County Council and external agencies) which fully reflect the Directorate's Standards of Conduct and Statement of Principles.

To instil, promote and maintain a health and safety environment with all levels of Management, Employees and Service Users within the service as directed by legislation and the County Council's policies.

A core function of the officers of the County Council is to deliver and promote the positive benefits of equality and diversity in the way they carry out their duties and responsibilities.

The purpose of this job is :

Our key areas of practice are:

Enabling citizens to access the statutory social care and social work services and advice to which they are entitled, discharging the legal duties and promoting the personalised social care ethos of the local authority in whose locality they practice.

Promoting recovery and social inclusion with individuals and families.

Intervening and showing professional leadership and skill in situations characterised by high levels of social, family and interpersonal complexity, risk and ambiguity.

- 1) To undertake assessment and review of social care and equipment needs for adults where the need for intervention by a qualified Social Worker has been excluded and work in partnership with service users, carers and other agencies to formulate personalised support plans with robust contingencies.
- 2) To effectively prioritise and manage a caseload with support and direction from a Team Manager or nominated member of staff.
- 3) To ensure that the social care needs of individuals are identified and met within the requirements of legislation and available resources with focus on promoting wellbeing and independence.
- 4) To work with individuals who have a range of needs (which could be complex in nature), challenging behaviours or difficult family dynamics to ensure that they receive appropriate support to live meaningful lives free from harm, with opportunity to direct how their needs will be met to be an active member of the community.
- 5) To facilitate individuals and carers to engage with the support planning process and empower customers to exercise choice and control in determining use of personal budgets to meet needs and achieve meaningful outcomes in a timely manner.
- 6) To ensure the provision of high quality services to individuals through targeted review of existing service provision and creative support planning with the aim of achieving effective, preferred and sustainable outcomes for individuals and their families.
- 7) To work in partnership with individuals, carers, other agencies and all internal and external professionals through effective communication and consultation, to support the delivery of a personalised and coordinated response to individuals and carers needs, to ensure a co-ordinated response to individuals and carers.
- 8) To keep accurate records in relation to the contact and work undertaken, using electronic record systems (Liquid Logic) and other relevant ICT systems.
- 9) To contribute to effective team working and service development and to work with management to identify improvements that could be introduced to enhance the efficiency and effectiveness of the Directorate.
- 10) To participate in continuous personal development, including engaging in personal training opportunities, and contribute positively to the organisation within the staff supervision and personal development process.

The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's Policies and Procedures and the Directorate's Statement of Principles and Standards of Conduct.

Prepared by:

Mairead Gill-Mullarkey

Date:

31 July 2018

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

Lancashire County Council

Person Specification Form		
Job Title: Social Care Support Officer	Grade: Grade 6	
Directorate: Learning Disabilities, Autism and Mental Health	Post number:	
Establishment or team: Community Mental Health Team		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF); Interview (I), test (T) or other (give details)
Qualifications Educated to GCSE level or equivalent (Essential)	E	AF/I
Social Care qualification (Desirable)	D	AF/I
Experience Relevant experience and demonstrable competence to undertake the role. * Experience within the field of Adult Social Care or relevant roles. * Possession of or the ability to gain relevant qualifications. * Working knowledge of the practices, processes and procedures relevant to the role. * Developed skills appropriate to the job discipline. * Demonstrable ability to undertake and record holistic social care assessments.	E E E D D	AF/I AF/I AF/I AF/I AF/I
The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's Policies and Procedures and the Directorate's Statement of Principles and Standards of Conduct.	E	AF/I
To undertake specific and local responsibilities, on behalf of the service, as identified with the Team Manager.	E	AF/I

<p>To support new or less experienced colleagues with sharing of knowledge and expertise and contribute to the induction of new workers</p> <p>To instil, promote and maintain a health and safety environment for all levels of staff and service users, in keeping with your level of responsibility and accountability as defined under the Health and Safety at Work Act 1974, the Management at Work Regulations 1992, the County Council General Statement of Safety Policy and the Social Services Directorate Health and Safety Policy.</p> <p>This is an essential car user post.</p> <p>Must have a full UK current Driving Licence.</p> <p>Other –</p> <p>Lancashire County Council as an equal opportunities employer intends that no job applicant or employee will receive less favourable treatment because of their age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, sex, sexual orientation, race, religion or belief unless this can be objectively justified.</p> <p>Lancashire County Council has agreed a Code of Conduct and Statement of Ethical Standards that outline the behavioural and ethical standards that must be upheld by its employees and casual workers. If you are appointed, you will be required to accept these provisions on appointment.</p> <p>Lancashire County Council is currently undergoing an organisational-wide transformation. All posts within the council are being reviewed as part of this organisational change. Further details will be provided at interview about the transformation and how the changes will affect you if you are successful in your application for employment.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>Other (including special requirements)</p> <ol style="list-style-type: none"> 1. Commitment to equality and diversity 2. Commitment to health and safety 3. The County Council operates a general no smoking policy 	<p>E</p> <p>E</p> <p>-</p>	<p>I</p> <p>I</p> <p>-</p>
<p>This is an essential car user post and the post holder is expected to be able to drive and have a car at their disposal. However, in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.</p>	<p>-</p>	