

JOB DESCRIPTION

Job Title	Contract Assistant Community Equipment		
Directorate	Adults Commissioning		
Reporting to	Service Manager Assistive Technology		
Grade	ASC12		
Evaluation ref:	AG1045	Job Family ref:	
Role purpose			
<p>Promote independence through strength-based approaches, which look to maximise independence to support people to remain in their homes and communities, without formal social care support wherever possible.</p> <p>Under the general supervision of the Locality Manager, assess needs and review care to ensure appropriate arrangements are in place to meet the needs of older and disabled adults and carers. This role may include working with older people, people with physical and/or learning disabilities, and people with mental health needs, and their carers. The operational setting of this role may be within the Community Localities, Hospital Interface Service, Mental Health Team, including inpatient services and the Safeguarding and Quality Assurance team.</p> <p>Regardless of operational setting will:-</p> <ul style="list-style-type: none"> • Identify solutions to meet the needs of adults and carers with care and support needs under the Care Act 2014. • Ensure services and support are in place to meet the outcomes and needs of the service user and/or carers. • Have effective working relationships with council staff, and with external staff and providers. • Establish and monitor financial payments and arrangements to providers for commissioned services. • Review and modify support plans as agreed with service users, carers and providers. 			
Responsibilities			
<ul style="list-style-type: none"> • Inform, advise and support service users and carers about accessing community services, including health, welfare benefits, Information and Advice Centre, housing, leisure, learning and employment, voluntary and user-led organisations. • Responsible for the delivery for agreed assessment and review processes. Ensure that the Council meets its statutory responsibilities under the Care Act 2014. • Work with a strength-based approach to promote independence by gathering, evaluating and analysing information, and using that information to identify sustainable solutions to deliver good outcomes for people. 			

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- Monitor and manage appropriately any risks to or from service users or their carers and escalate such risks to the supervisor as required for discussion and onwards planning which may include sharing case accountability with external or multi agency partners.
- Consider whether there is a concern about an individual's capacity to make a specific decision, including restrictions placed on an individual which may amount to an unlawful deprivation of their liberty (they are subject to continuous supervision and control and are not free to leave) and to respond to that concern.
- Be responsible for an agreed caseload, working with a degree of autonomy, commensurate with experience and training to organise and prioritise their work. Provide a personalised service to service users and carers independently and/or in support of registered professional staff.
- Communicate with people who may have communication difficulties and who may have highly personalised communication methods. Able to adapt their communication style and approach, using appropriate communication skills/methods/devices and use these to ensure people experiencing communication difficulties are engaged in their support planning.
- Consider on a case by case the need for the provision of access to independent advocacy. Assess those who would have 'substantial difficulty' in being involved in care and support processes and have no appropriate individual. Ensure that the duties imposed under the Care Act 2014 in this respect and where necessary, arrange for the provision of advocacy services.
- Cocreate with service users and carers personalised outcome focused support plans and arrange services and self-managed schemes, eg direct payments, that promote user and carer choice and control, whilst being aware of available resources and costs of the service to the service user.
- Identify where a contribution may be required from a Social Worker, Occupational Therapist or other specialist professional and arrange for that contribution to be used to more fully understand or assess individual need or situation, requesting guidance or additional input as required. Identify high risk situations and alert a manager where an urgent response may be required.
- Protect service users and carers from harm or abuse as far as possible, consulting with a professionally qualified member of staff or Manager whenever there are concerns in line with the Safeguarding requirements of The Care Act 2014.
- Take an active role sharing knowledge and skills by supporting new staff and providing mentoring where required. Act as an educator for apprentices coming into the ASCP role and provide support to students who are on placement within their team. Offer shadowing experience for those on work-based placement and for those interested in the work of ASC.
- Maintain and update appropriate administrative/IT records on individual service users and carers as required by the service guidelines and prepare reports for meetings. Take responsibility for making accurate and timely recording of all information and activity onto the social care records database in accordance with work targets set by the Manager and Supervisor.

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- Work with service users and carers to assess and review needs, identify assets, discuss options and develop support to address needs identified. This may include face to face, telephone, social media or written, other means of communication and involve making adjustments to care plans and reporting unmet needs.
- Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Impact

- Identify the need for and initiate multi-disciplinary and other meetings, to discuss individual cases or general service provisions, which will involve meeting staff from a variety of agencies and provider organisations.
- Have good relationships and daily contacts with care professionals, GPs, voluntary bodies and other agencies to clarify client needs, pass information and make recommendations relating to the provision of care. This will involve setting and agreeing goals for intervention, with appropriate timescales being set.
- Be the primary link for the agreed caseload with professionals within integrated care settings, assuring themselves that the social care needs are met as a component of an integrated support plan. This will include at different times, people on discharge pathways, those with long term health conditions, and people currently inpatient in hospitals.
- Attend and actively contribute to decision making forums when preparing for Adulthood such as Transition Planning Meetings and School and College reviews.

Resources

- Prepare and present materials for consideration by other professionals from the health and care sector and managers at Peer Forums. Based on assessment and review information, this will include making recommendations for the provision of costed support plans, together with evidence of need. This must include evidence of decision making, robust control over the cost of a support plan, arrangements to review and revise the support plan to ensure services are sustainable within the council budget.
- Participate as a peer in Peer Forums to ensure that decision making is of high quality, transparent and equitable. This will include decisions around practice as well as financial decision making.
- Be accountable for a budget and spend if there is an immediate need for the provision of community equipment to support safe independence.

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- Participate in practice and case audits as necessary, preparing cases for audit and as required, being part of the auditing process.
- Develop reflective and evidence-based practice and participate in 4–6 weekly supervision, attend regular statutory training and discussions on career progression, eg apprenticeships, further academic study, leadership training.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Awareness and understanding of rights of service users and carers, and ability to advocate on their behalf.	X	
Working knowledge of Social Care Service.		X
Awareness of relevant legislation. Knowledge of services relevant to needs and circumstances of service users and carers.		X
Awareness and understanding of the principles of Social Work.		X
Experience		
Experience working in a caring or supportive role, not necessarily in paid employment.	X	
Experience in working in a care setting.		X
Qualifications / Registrations / Certifications		
Literate and numerate to GCSE level or equivalent	X	
Able to travel to homes of service users and carers	X	
NVQ 3 in Health and Social Care or equivalent (equivalent must be health and social care related).		X
Manual handling certificate for staff within Day Opportunities.		X
Skills		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X	
Positive attitude towards computers and ability to input and retrieve data and information.	X	
Demonstrates empathy with service users and carers and understanding and respect for individual needs.	X	

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Ability to work alone and use own initiative.	X	
Has an open and flexible manner, which elicits trust and confidence.	X	
Takes a full and active part in own professional development, appraisal and supervision.	X	
High level of IT literacy with; Windows 7, Microsoft Office 2003/2010, AIS (Adults Integrated Systems) or similar record keeping databases.	X	

Working Conditions

Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport.

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: