

Northumberland County Council

JOB DESCRIPTION

Post Title: Care Manager I/ Social Work Assistant	Director/Service/Sector: Adults Services		Office Use
Band: 5	Workplace: Area based		JE ref: 2129 HRMS ref:
Responsible to: Team Manager	Date:	Manager Lever:	
Job Purpose: To provide a care management service within a specific user group, where less complex problems are presented, under the regular supervision of the Team Manager/Senior Social worker. To assist in practical tasks in other cases. To refer more complex problems to Team Manager.			
Resources	Staff		
	Finance	Responsible for the assessment of financial care packages and the provision, monitoring and review of financial support	
	Physical	Case-load/notes – laptop provided as appropriate	
	Clients	To carry out the assessment of care needs of less complex adults and families. To be responsible for a case load of less complex cases. To carry out the assessments of risk for less complex cases in line with Departmental guidance and statutory requirements.	
Duties and key result areas: Individually or as part of a team			
<ol style="list-style-type: none"> 1. To carry out the assessment for less complex cases of social care problems and carers assessments and devise and develop care plans which address need, taking into account service user choice. 2. To communicate at Multi Disciplinary Team Level with professionals and non professionals information both verbally and in written form.; advice; care plans etc. to service users, carers, families and interact and liaise with local agencies/providers. Furthermore, to share knowledge, information and advise non mental health professionals. 3. To undertake training identified in annual/ personal development review and any mandatory training as well as training appropriate to specialism 4. To work autonomously under the supervision of the team manager, managing, prioritising and being accountable for own practice. 5. To manage own diaries and case load in an effective and cost efficient way and plan such work in an effective way as to allow the required monitoring and review of services delivered. 6. To carry a caseload where less complex problems are presented and co-work more complex cases as required. 7. To provide practical assistance, support with recovery, and advice to service users on the caseload of other workers, subject to the agreement of the Team Manager. This will include supporting the discharge of service users from hospital. 8. To advocate on behalf of service users and signpost/refer to other agencies when required. 9. To participate in the office duty system as appropriate. 10. To establish and maintain appropriate working relationships with individual service users, groups, families and the staff of other agencies. This would include working with people who could present with disturbed, upset, and challenging behaviour. 11. To make case recordings and provide reports in accordance with statutory and agency requirements including multi disciplinary and safeguarding functions. To use information technology as appropriate. 12. To assist in carrying out educational programmes for observation students and visitors. 13. To participate in meetings and working groups designed to look at particular needs and problems and suggest solutions. 14. To comply with appropriate organisational policies and procedures both in relation to the responsibilities placed on the local authority by statute and in relation to procedures necessary to support such good practise such as recording and report writing. 15. Such other duties as required by the Team Manager. 16. To carry out risk assessments for less complex cases; mental capacity/best interest assessments (MC1 forms) as appropriate; and checklists for continuing health care assessments as appropriate. 17. To co-work in planning, delivering and facilitating group work sessions with clients/families with more complex needs. 			

18. To meet the physical demands of the job, i.e. assist in transporting clients and the equipment including wheelchairs in and out of cars, lifting involved.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Required to undertake lone working outside of normal office hours Will be required to undertake regular journeys, including escorting or transporting adults and families both locally and nationally
Working patterns:	Will be required to work outside normal office hours, including early mornings and late evenings and, by arrangement, weekends
Working conditions:	Will come into contact with hazardous substances and unsanitary conditions whilst working in Clients houses

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PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref: 2129
Essential	Desirable	Assessed by
Knowledge and Qualifications		
<p>NVQ 3 in social care/equivalent Good level of education including literacy and numeracy Awareness of current mental health issues and practice</p>	<p>Eligibility for professional training course i.e. able to demonstrate the ability to study at higher education level. Keyboard skills.</p>	
Experience		
<p>Experience of working with adults and families in a paid or voluntary capacity. Experience working with mental health clients/experience in working with older people</p>	<p>Minimum of one year WTE experience of working with adults or children in a social care setting</p>	
Skills and competencies		
<p>Up to date relevant professional theory. Ability to form positive relationships with service users and colleagues. Potential to contribute to assessments. Potential for developing advocacy and counselling skills at the required level. Ability to communicate effectively both verbally and in writing. Ability to operate effectively as a member of a team/network. Ability to operate systems and procedures effectively. Knowledge of safe guarding procedures</p>	<p>Ability to communicate with children in need and their families. Evidence of or interest in use of computers</p>	
Physical, mental and emotional demands		
<p>Positive attitude to supervision and training. Willingness to attempt new challenges and approaches. Positive attitude to combating ageism, disability etc. Desire to help people solve problems. Flexibility in carrying out duties. Physical capable of discharging the full duties of the post.</p>	<p>Interest in undertaking relevant professional qualifying training</p>	
Other		
<p>Ability to meet the transport requirements of the job.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits