

Northumberland County Council

JOB DESCRIPTION

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| Post Title: Support Planner | | Director/Service/Sector: Adult's Services | | Office Use |
| Band: 5 | | Workplace: Council wide | | JE ref: 4009 |
| Responsible to: Team Manager | | Date: June 2021 | Job Family: | |
| Job Purpose: <ul style="list-style-type: none">• The post holder will assist people in Northumberland to make informed choices and identify support to meet the outcomes required.• The post holder will also offer advice and assistance to people who have self-assessed that they need help to arrange their support. | | | | |
| Resources | Staff | <ul style="list-style-type: none">• No direct staffing responsibility | | |
| | Finance | <ul style="list-style-type: none">• To maintain financial and service records through use of existing and emerging IT systems. | | |
| | Physical | | | |
| | Clients | <ul style="list-style-type: none">• Service users within Northumberland• The post holder will communicate with care managers, day care workers direct payments workers, finance, contract staff and other officers of Northumberland, Tyne and Wear Mental health Trust, Northumbria Healthcare Trust and Northumberland County Council. | | |

Duties and key result areas:

Freedom to Act

- The post holder will work under the supervision of an operational manager and with reference to care plans and assessments already formulated by care managers.
- The post holder will be expected to work creatively and demonstrate a willingness to use their initiative and will contribute to the development of part of service users overall support plan.
- The post holder will be guided by standard operating procedures.

Main Duties/Responsibilities

- To work with service users to plan and arrange daytime activities, services and support using their personal budget and to liaise with carers, and care managers where appropriate.
- To assist people who choose to make private arrangements or who are not eligible according to eligibility criteria for a personal budget, to arrange community-based activities or support services of their choice
- To develop a detailed knowledge of local community-based services and activities in their local area and to make this knowledge accessible to people who feel they need support in arranging activities and support.
- To work with the service user to cost the chosen community-based activity or support service and ensure that it is affordable within the limits of the allocated personal budget and that the activities chosen to meet the outcomes identified in the self-assessment process.
- To help the service user to keep an appropriate record of how their personal budget is being spent.
- To help the person to keep themselves safe when participating in their chosen community based activity or support service and to take appropriate action to manage any identified risks.

Systems and Equipment

- To maintain financial and service records through use of existing and emerging IT systems.
- To have the ability to compile and analyse relevant data in relation to support plans and personal budgets.

Decisions and Judgements

- The post holder will work within the framework of local, organisational and national policies and procedures.
- All budget decisions associated with this post will be made by the team manager.
- The post holder will assist service users to make decisions as to how to spend their agreed personal budget and refer to the care manager or operational manager if they have any concerns about risk.
- They will have a working knowledge of the safeguarding adults' policies and issues and consult appropriately.

Communications and Relationships

- The post holder will communicate with service users and, where appropriate, their families both verbally and in writing.
- They will relate to, empathise with and use active listening skills with service users and, where appropriate, with carers.
- The post holder will communicate with care managers, day care workers direct payments workers, finance, contract staff and other officers of Northumberland, Tyne and Wear Mental health Trust, Northumbria Healthcare Trust and Northumberland County Council.
- The post holder will communicate and develop working relationships with voluntary and community organisations and independent sector organisations.
- The post holder will need to use communication to establish and maintain relationships and gain cooperation of others.
- The post holder will need to demonstrate the ability to motivate and reassure service users and their families and may need to use personal communication skills to advocate on behalf of service users.
- The post holder will be able to communicate information, advice, support plans to service users and where appropriate, their families in verbal and written form.

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

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| Transport requirements: | Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion. |
| Working patterns: | May include weekends and evenings. Mainly office based but some travel required. |
| Working conditions: | Mainly indoors. Occasional exposure to working outdoors. |

Northumberland County Council

PERSON SPECIFICATION

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| Post Title: | | Director/Service/Sector: | Ref: |
| Essential | | Desirable | Assess by |
| Qualifications and Knowledge | | | |
| <ul style="list-style-type: none"> • Good standard of general education • Knowledge of Trust/Council services across a range of service areas • Knowledge of local community facilities and networks | | <ul style="list-style-type: none"> • Qualification in working with adults in a health or social care setting • Knowledge and or experience of voluntary and community sector work. | |
| Experience | | | |
| <ul style="list-style-type: none"> • Previous experience of working with adults in a health or social care setting | | <ul style="list-style-type: none"> • Knowledge and or experience of voluntary and community sector work. • Ability to support people through change • Experience of information or advice work • | |
| Skills and competencies | | | |
| <ul style="list-style-type: none"> • Excellent communication skills both verbally and in writing • Ability to negotiate • Positive commitment to the involvement and empowerment of older people and people with disabilities • Ability to work with a wide range of agencies • Ability to use IT to record and monitor relevant data • Ability to cost and monitor individual support packages • Ability to offer advice about the responsibilities involved in employing personal assistants and others who are involved in providing care and support. • Flexibility in carrying out the duties of the post • Willingness to embrace new approaches and challenges • Ability to work as part of a team and a wider network • Commitment to work in a non-discriminatory way. • Enthusiastic approach to people and problem solving • Positive attitude to supervision and new learning. • Willingness to contribute to new organisational developments as appropriate. | | | |
| Physical, mental, emotional and environmental demands | | | |
| PHYSICAL EFFORT <ul style="list-style-type: none"> • There is a requirement to exert light physical effort occasionally • It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes or has a Trust/Council personal lease vehicle which may be used for the role. | | | |

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| <p>However, the Council would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role</p> <ul style="list-style-type: none"> Occasionally escorting service users to activities where a knowledge of safe moving and handling in and out of the care, carrying some objects for service users or pushing a wheelchair The post holder will be physically able to meet the requirements of visiting people within their own homes. <p>MENTAL EFFORT</p> <ul style="list-style-type: none"> There is a frequent requirement for concentration where the work pattern is unpredictable Sustaining active listening and observation skills often with interruptions from others. Concentration needed when meeting with service users and carers who may have complex life situations Ability to absorb information and record appropriately Communicate and record information using IT skills Attend meetings and courses Ability to advise service users on affordability of support services. Ability to remain updated about community-based activity and regularly seek out Information from a wide network of contacts. <p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> Acting with diplomacy and enthusiasm at all times. Frequent exposure to distressing and emotional circumstances Ability to deal with individuals who are in distress Dealing with challenging attitudes of other workers Negotiating skills with service users, relatives, community providers <p>WORKING CONDITIONS</p> <ul style="list-style-type: none"> Vulnerability of working alone on occasion Working in a busy office environment where concentration can be often interrupted | | |
| Other | | |
| | | |

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