

Job Description and Person Specification

Community Case Worker

Job Details	
Grade	5
Service	Intake Team
Location	One Friargate, floor 9
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To work closely with service users, carers and other professionals to provide an appropriate assessment and case management service to professionally accepted standards. To assist in the overall provision of social work services within the Case Management Service</p>

Main Duties & Key Accountabilities
1. Comply with the appropriate legal statutes and departmental policy affecting Assessment and Case Management operations.
2. Maintain documentation and other records of Case Management activities in accordance with approved policy and procedures.
3. Receive referrals made to the service and gather information in order to determine a recommended future course of action, in accordance with applicable eligibility criteria.
4. Undertake assessment work with adults using prescribed documentation, identifying needs of service users and carers, except in circumstances that require the intervention of professionally qualified staff.
5. Devise and implement outcome focussed care options using the prescribed documentation, and coordinate cost effective provision based upon such options.
6. Devise plans that seek to promote the independence, choice and control of service users to enable them to continue to live at home and where this is not appropriate, to arrange alternative forms of provision to meet their needs.
7. To participate in legal processes and procedures in line with Departmental policy to safeguard service users who may be at risk, under the direction and guidance of a qualified Case Manager (Social Worker) or Team Leaders.
8. To identify potential risk situations in respect of children and in line with Safeguarding Policy and Procedures refer these to appropriate agencies for action under the guidance and direction of a manager.
9. Liaise and work jointly with colleagues and staff from other agencies, as appropriate, on behalf of existing service users.
10. Arrange and chair initial and subsequent case management reviews and other planning meetings as specified by departmental policy.
11. Responsible for effectively managing a caseload as determined by Team Leaders in accordance with the requirements of the role.
12. Prepare work for formal supervision, attend meetings under the direction of the Team Leader or Service Manager and keep them informed of potential difficulties with cases.
13. Maintain an awareness of current legislation relevant to assessment and Case Management work with adults and the appropriate benefits and other services available to service users.

14. Undertake learning and development to promote continued professional development in accordance with the requirements of Coventry City Council. Maintain and update knowledge of current legislation relevant to social care and health and of the appropriate benefits and other services available to service users and carers.

15. Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Health including Mental Health/CWPT/CHC/ Hospitals Housing Police Community Partners Service Providers	Internal:	Finance Commissioning Public Health Other Adult Social Care Teams including Mental Health Children's Services Internally Provided Service Providers
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements	
Knowledge	The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers.
Knowledge	Basic knowledge of relevant legislation and policy relating to Care Act 2014, Mental Health Act 1983, Mental Capacity Act 2005 and Safeguarding Adults and Children.
Knowledge	Basic knowledge of Social Services provision and ability to signpost to other non-statutory forms of provision to meet agreed needs.
Knowledge	Basic understanding of the range of service users' and carers' needs
Knowledge	Understanding of statutory guidelines and current thinking on good practice and delivering services with outcomes focus in accordance with the personalisation agenda
Knowledge	Basic knowledge of assessment models, case management and reviewing processes and awareness of other methods of intervention appropriate to an outcome focussed service for people
Knowledge	Anti-discriminatory policy and practice
Skills And Ability	Skilled in assessing the needs of service users and carers using information from other agencies as part of a Single Assessment Process. Implementing and reviewing outcome focussed care plans. Liaising with others to ensure cost effective services meet agreed needs
Skills And Ability	In anticipating and responding appropriately to situations of conflict and challenge. Assessing risk and considering strategies to manage risk appropriately
Skills And Ability	Good ICT literacy skills to work with client information systems, the completion of on-line forms and on-line expense claims.
Skills And Ability	Able to design, implement, monitor and review care plans.

Skills And Ability	Numeracy skills in order to understand and implement financial procedures related to the arrangement of services for service users
Skills And Ability	Effective communication skills - face-to-face, over the telephone and in writing letters, reports and case records.
Skills And Ability	A commitment to working in an anti-discriminatory and non-judgemental manner with service users, carers and colleagues.
Skills And Ability	Able to seek and use support appropriately and participate in a constructive way in formal supervision meetings.
Skills And Ability	Self-organisation to enable prioritisation of tasks to achieve goals and meet deadlines, seeking advice where necessary
Skills And Ability	Able to develop effective working relationships with service users, colleagues and other agencies via negotiation, counselling, and giving and receiving information
Experience	Experience of assessment and case management work with a range of people including those with physical disability, people with learning disability or other adult service users.
Experience	Experience of record keeping procedures.
Experience	Experience of team membership and participation.
Experience	Experience of working with a range of service user groups.
Qualification	
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration

Reviewed/Created By:	Leanne Tipple		
Job Title:	Team Leader	Date:	22/07/2025