

Job Description and Person Specification



Job Description

Job Title	Community Case Worker
Grade	5
Service	Adult Social Care
Reports to	Team Leader and Service Manager
Location	University Hospital Coventry & Warwickshire
Job Evaluation Code	Y5021D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

To work closely with service users, carers and other professionals to provide an appropriate assessment to facilitate safe and timely discharges from hospital.

Main Duties & Key Accountabilities

Core Knowledge

- 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 Managers.
- 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 Managers in accordance with the requirements of the role.
- 12. Prepare work for formal supervision, attend meetings under the direction of the Team Manager 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. Work flexibly to meet the needs of the service. This will include Seven Day working on a rota basis including Bank Holidays as applicable.
- 16. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
UHCW Safeguarding Nursing Team UHCW Tissue Viability Team UHCW Intergrated Discharge Team UHCW REACT Team UHCW Frailty Team Coventry & Warwickshire Partnership Trust Coventry and Warwickshire Intergrated Care Board West Midlands Ambulance Service West Midlands Fire Service West Midlands Police Service Coventry Coroner Services Care providers Charity Organisations Citizen Housing GP Services Out of City Hospitals Other Local Authorities.	Coventry City Council Brokerage Team Coventry City Council Commissioning Team Coventry City Council Legal Department Coventry City Council Homelessness department Coventry City Council Financial Assessment Team Other Adults Social Care Teams

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers.	
Basic knowledge of relevant legislation and policy relating to Care Act, Mental Health Act, Mental Capacity Act and Safeguarding Adults and Children.	
Basic knowledge of Social Services provision and ability to signpost to other non-statutory forms of provision to meet agreed needs.	
Basic understanding of the range of service users' and carers' needs.	
Understanding of statutory guidelines and current thinking on good practice and delivering services with an outcomes focus in accordance with the personalisation agenda.	
Basic knowledge of assessment models, case management and reviewing processes and awareness of other methods of intervention appropriate to an outcome focussed services for Older People.	
Anti-discriminatory policy and practice.	
Skills and Abilities	
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	
In anticipating and responding appropriately to situations of conflict and challenge	
Good ICT literacy skills to work with client information systems, the completion of on-line forms and on-line expense claims.	
Able to design, implement, monitor, and review care plans.	
Numeracy skills in order to understand and implement financial procedures related to the arrangement of services for service users.	
Effective communication skills - face-to-face, over the telephone and in writing letters, reports and case records.	

A commitment to working in an anti-discriminatory and non-judgemental manner with service users, carers and colleagues
Able to seek and use support appropriately and participate in a constructive way in formal supervision meetings.
Self-organisation to enable prioritisation of tasks to achieve goals and meet deadlines, seeking advice where necessary.
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 older people, people with physical disability, people with learning disability or other adult service users.
Experience of record keeping procedures.
Experience of team membership and participation.
Experience of working with a range of service user groups.
Qualifications
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)
This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

Date Created	November 2022	Date Reviewed	August 2026
---------------------	---------------	----------------------	-------------