

# Job Description and Person Specification

Role: Initial Contact Assessment Worker



## Job Description

<b>Job Title</b>	Initial Contact Assessment Worker
<b>Grade</b>	4
<b>Service</b>	Adult Social Care
<b>Reports to</b>	Emma Holmes
<b>Location</b>	One Friargate
<b>Job Evaluation Code</b>	



## 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

This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment. To work closely with service users and other professionals to provide assessment and service provision to professionally accepted standards across all services.

1. Being involved in the completion of contact assessment and screening processes using a strength-based approach, gathering quality information in sufficient detail for decision making and to support the directing to appropriate service.
2. To provide quality information and advice, signposting and resolving queries to support Case Management Functions (Older People, All Age Disability and Therapy Services).
3. Be responsible for completing contact assessments which identify needs of citizens and carers. To recommend and make direct provision for disability equipment/assistive technology and minor adaptations to support activities of daily living (within scope of role).
4. To implement and maintain management information systems which ensure that Case Management Services are effective in adhering to Government and Corporate Performance and Quality standards.
5. To provide advice and guidance to Administrative staff in relation to the screening process.

## Main Duties & Key Accountabilities

### Core Knowledge

1. To provide further screening and initial assessment of need for service users and carers across Services leading to the completion of a contact assessment.
2. To support the assessment process using a strength-based approach, by gathering information, including risk factors, as required. To enable appropriate case management decisions to be prioritised accordingly within prescribed time scales, performance standards and applicable eligibility criteria.
3. To complete documentation relating to the screening / assessment process and enter data onto IT systems in accordance with departmental policies and procedures.
4. To provide a good level of advice, guidance and signposting support to service users and their representatives.
5. To contribute to the Service priorities of promoting independence, choice and control for people.
6. To be able to identify if a service user has manual handling risks or safeguarding concerns and report these to Team Leader or Service Manager.
7. To develop knowledge and expertise on the range, and purpose of, services and community resources within the City that relate to the needs of People in order to support a strengthbased approach.

8. Liaise and work jointly with colleagues and staff from other agencies on behalf of service users and their representatives.
9. Assist service users in resolving queries relating to the provision of services. Liaising with other agencies to ensure timely responses to queries from service users and their representatives relating to the charging policies and direct payments individualised budgets.
- 10.To provide effective support to the Case Management Services in the monitoring; collating; auditing of government and corporate performance indicators, in conjunction with Performance Review Team.
- 11.Contribute to effective and accurate manual and electronic data collection, maintaining documentation of records that will ensure government and corporate quality and performance standards are adhered to and in accordance with approved policies and procedures.
- 12.To support induction and shadowing opportunities for practitioners ensuring a consistent approach to the recording of the Case Management process.
- 13.Comply with the appropriate legal statutes and departmental policy, codes of practice and guidelines affecting Case Management operations.
- 14.To be responsible for developing own knowledge and skills, including supervision with Line Manager and attendance at appropriate training.
15. To work collaboratively with admin staff to ensure customer service provision standards are met and maintained. To develop solutions with customer services colleagues in the event of standards not being met.
16. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Family members GP Social prescribers District nurses Physiotherapists Community Mental Health Charities	Customer services Occupational Therapists and Occupational Therapy Assistants Social Workers and Community Case Workers Brokerage Team Internal service providers i.e care agencies, Housing with Care units.

## 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:**

None





## Person specification

Job Evaluation Code	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• An awareness of legislation and policy relating social care: Care Act 2014, Manual Handling Operations Regulations 2002, Safeguarding and Mental Capacity Act.</li> <li>• Knowledge of Community Services: Voluntary sector, City Council, Independent sector provision, Leisure services and Community centres.</li> <li>• Knowledge of disability/frailty and how this can impact on an individual's life.</li> <li>• Knowledge of disability equipment/adaptations and how it is used to support individuals to maintain independence or be cared for at home.</li> <li>• Awareness of Adult Protection Policy and action to be taken when concerns are raised.</li> <li>• Awareness of and commitment to, the equality of opportunity in service provision and employment.</li> <li>• Knowledge of Data Protection Act and Freedom of Information Act, 'Access to Records' Policy</li> <li>• Knowledge of assessment processes, eligibility outcomes and service provision.</li> <li>• An understanding of the range of service users' and carers' may present their needs.</li> <li>• Awareness of statutory guidelines and good practice</li> <li>• Anti-discriminatory policy and practice</li> <li>• An understanding of why promoting service user choice, independence and control are important.</li> <li>• An awareness of government and corporate performance and quality indicators.</li> <li>• Knowledge and awareness of customer care standards</li> </ul>	
<b>Skills and Abilities</b>	
<p>Ability to assess a person's functional ability over the telephone and be able to identify and make direct provision of appropriate aids or adaptations to meet their needs.</p> <ul style="list-style-type: none"> <li>• To be able to use Occupational Therapy eligibility criteria to ensure recommendations for equipment/adaptations are suitable for the need identified and are within the hierarchy of provision.             <ul style="list-style-type: none"> <li>• Excellent communication skills to deal with a wide range of people and situations.</li> </ul> </li> <li>• To understand eligibility under the Care Act (2014) and apply it in practice.</li> <li>• Ability to undertake the screening of assessment of service users and carers in the community, identifying any areas of risk.</li> <li>• ICT and a range of applications. (including knowledge of Community Services departmental client recording system).</li> <li>• Self-organisation skills to effectively prioritise deadlines</li> <li>• Ability to understand the limits of the role and when to seek advice on complex issues and to use supervision and support appropriately.</li> <li>• Able to understand how getting good information contributes to effective therapy case management.</li> <li>• Ability to use communication technology</li> <li>• Able to implement financial procedures</li> <li>• Effective communication skills, - face-to-face; telephone; letters, reports and service user case records; competencies e.g. email, Microsoft office, data entry and retrieval.</li> <li>• Able to work in an anti-discriminatory way with service users, carers and colleagues.</li> <li>• Ability to identify and manage health and safety risk factors</li> <li>• Able to seek and use support appropriately and participate in a constructive way in formal supervision meetings.</li> </ul>	

- Flexible and responsive to change, evaluating and formulating solutions.
- Able to search out further detail and take action/make recommendations from information received.
- Able to develop effective working relationships with service users, colleagues and other agencies.
- Able to participate in and learn from training and other methods of promoting development of knowledge and skills.
- Ability to analyse, interpret, evaluate and present statistical and financial information in suitable format

### **Experience**

Experience of working with adults/older people or in a social care environment.

### **Qualifications**

Maths and English Level A-C (or equivalent)

### **Special Requirements**

**Date Created**

October 2023

**Date Reviewed**