



Coventry City Council

Job Description

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| Job Title: | Community Case Worker | Job Number: | Y5021D |
| Service: | Mental Health Recovery Team | Grade: | 5 |
| Location: | Recovery Team, Swanswell Point Arden Memory Service Longford Health Centre Secondary Mental Health Team, Tile Hill Health Centre. | | |

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.

Job Purpose:

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 Recovery Team

Main Duties and Responsibilities:

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 General 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Senior Practitioner / Team Leader

Date Reviewed:

Updated: June 2021



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Person Specification

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| Job Title: | Community Case Worker | Job Number: | Y5021D |
| Service: | Mental Health Recovery Team | Grade: | Grade 5 |
| Location: | Swanswell Point | | |

| Area | Description |
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| Knowledge: | <ul style="list-style-type: none">The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers |
| | <ul style="list-style-type: none">Basic knowledge of relevant legislation and policy relating to Care Act, Mental Health Act, Disabled Persons Act Legislation, Human Rights, Mental Capacity Act, Safeguarding Adults and children, The Care Programme Approach |
| | <ul style="list-style-type: none">Knowledge of mental health services provision and universal services within statutory and non-statutory organisations |
| | <ul style="list-style-type: none">Introductory level understanding of statutory intervention guidelines with regard to the Mental Health Act, The Mental Capacity Act, The Care Act, Safeguarding |
| | <ul style="list-style-type: none">Knowledge of the range of mental disorders and interventions applicable to the service. |
| | <ul style="list-style-type: none">Knowledge of assessment, care management and reviewing both users and carers. |

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| Skills and Abilities: | <ul style="list-style-type: none">Skills with regard to assessments of the needs of users and carers across a range of circumstances including management of risk and outcome focussed care plans. |
| | <ul style="list-style-type: none">Liaison with statutory and non statutory organisations |
| | <ul style="list-style-type: none">Good ICT literacy skills and able to maintain user records and information systems |
| | <ul style="list-style-type: none">Under the supervision of professional staff, the ability to implement and review care plans. |
| | <ul style="list-style-type: none">Numeracy skills and understanding of basic financial procedures. |
| | <ul style="list-style-type: none">Good communication skills. Ability to engage with users, carers and other agencies in face to face meetings, by phone in writing, including letters and reports. |
| | <ul style="list-style-type: none">Able to seek support and participate in formal supervision sessions. |
| | <ul style="list-style-type: none">Organisational skills including meeting deadlines, attending appointments, maintaining an electronic diary. |



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| Experience: | <ul style="list-style-type: none"> • Experience of working with mental disorder. |
| | <ul style="list-style-type: none"> • Experience of managing challenging situations. |
| | <ul style="list-style-type: none"> • Experience of record keeping |
| | <ul style="list-style-type: none"> • Experience of working as part of a team. |

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| Educational: | • |
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| Special Requirements: | <ul style="list-style-type: none"> • 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). |
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Date Reviewed:

Updated: June 2021