



Coventry City Council

## Job Description

<b>Post:</b>	Community Care Worker	<b>Job Number:</b>	
<b>Service:</b>	Adult Social Care	<b>Post Number:</b>	
<b>Location:</b>	Coventry	<b>Grade:</b>	5

### 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 Case Management Service.

### 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.



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers.</li></ul>
	<ul style="list-style-type: none"><li>• Basic knowledge of relevant legislation and policy relating to Care Act, Mental Health Act, Mental Capacity Act and Safeguarding Adults and Children.</li></ul>
	<ul style="list-style-type: none"><li>• Basic knowledge of Social Services provision and ability to signpost to other non-statutory forms of provision to meet agreed needs.</li></ul>
	<ul style="list-style-type: none"><li>• Basic understanding of the range of service users' and carers' needs.</li></ul>
	<ul style="list-style-type: none"><li>• Understanding of statutory guidelines and current thinking on good practice and delivering services with an outcomes focus in accordance with the personalisation agenda.</li></ul>
	<ul style="list-style-type: none"><li>• Basic knowledge of assessment models, case management and reviewing processes and awareness of other methods of intervention appropriate to an outcome focussed service for Older People.</li></ul>
	<ul style="list-style-type: none"><li>• Anti-discriminatory policy and practice.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• 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.</li></ul>
	<ul style="list-style-type: none"><li>• In anticipating and responding appropriately to situations of conflict and challenge.</li></ul>
	<ul style="list-style-type: none"><li>• Good ICT literacy skills to work with client information systems, the completion of on-line forms and on-line expense claims.</li></ul>
	<ul style="list-style-type: none"><li>• Able to design, implement, monitor and review care plans.</li></ul>
	<ul style="list-style-type: none"><li>• Numeracy skills in order to understand and implement financial procedures related to the arrangement of services for service users.</li></ul>
	<ul style="list-style-type: none"><li>• Effective communication skills - face-to-face, over the telephone and in writing letters, reports and case records.</li></ul>
	<ul style="list-style-type: none"><li>• A commitment to working in an anti-discriminatory and non-judgemental manner with service users, carers and colleagues.</li></ul>



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	<ul style="list-style-type: none"> <li>• Able to seek and use support appropriately and participate in a constructive way in formal supervision meetings.</li> </ul>
	<ul style="list-style-type: none"> <li>• Self organisation to enable prioritisation of tasks to achieve goals and meet deadlines, seeking advice where necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to develop effective working relationships with service users, colleagues and other agencies via negotiation, counselling, and giving and receiving information.</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of assessment and case management work with older people, people with physical disability, people with learning disability or other adult service users.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of record keeping procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of team membership and participation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of working with a range of service user groups.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Special Requirements:</b>	<p>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).</p> <p>This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.</p>
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**Date Reviewed:**     October 2021

**Updated:**