

Manchester Local Care Organisation Role Profile

Social Care Assessor, Grade 6
Reports to: Team Manager
Job Family: People Care and Support Direct

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

The role holder will deliver high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

Key Role Accountabilities:

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual's needs and ensure positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community based services.

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Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use service users individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

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Role Portfolio:

The Social Care Assessor will be responsible for undertaking holistic Care Act 2014 assessments both within the community and hospital/intermediate care facilities.

The role holder will undertake home visits and carry out holistic strengths-based observations and assessments of citizens to support a determination of social care needs.

Key Responsibilities will include:

Arranging timely support for reablement, packages of care, respite, carer assessments, equipment and minor adaptations to support independent living, assistive technology and support carers and family members.

Advising citizens and referring them to appropriate services based on the observation and assessment completed, ensuring that the provision of services supports citizens maximise their independence.

Developing and implementing citizen support plans to meet identified social needs of individuals, enabling the citizen to achieve maximum health and well-being.

Establishing and maintaining relationships with citizens and working proactively with appropriate stakeholders to assess the individual's needs and support positive outcomes for citizens.

Complete strengths based holistic assessments and observations, identifying and arranging appropriate adults services to meet the needs of the citizen.

Providing and facilitating the provision and fitting of equipment, adaptations and/or intervention from other agencies or departments.

Identifying safeguarding and mental capacity issues and referrals as appropriate; assisting in investigations of allegations of any form of abuse to vulnerable adults

Actively participating in new initiatives and future changes intended to improve service delivery.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We show that we value our differences and treat people fairly
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

General Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and compare information from a number of different sources. Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Ability to maintain sound judgement under competing priorities and pressure.
- **IT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in their thinking and explain reasoning behind decisions or actions taken

Technical Requirements (Role Specific)

- Hold or willing to undertake and achieve NVQ Level 4 in Health and Social Care within six months of commencing in post
- Consent to and apply for an enhanced Disclosure and Barring Service (DBS) Check

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