**Manchester Local Care Organisation**

**Role Profile**

**Person Centred Planner: Grade 6**

**Adults’ Social Work Service, Children and Families Directorate**

**Reports to: Project Manager**

**Job Family: People Care and Support Direct**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner (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.

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.**

**Role Portfolio: Person Centred Planner**

In Adults Services, we take a strengths-based approach and work towards maximising independence. The Preparation for Adulthood & Transitions Team and Direct Payments Teams are citywide services which works closely with key stakeholders in children’s and education services, health and the voluntary, community and social enterprise sector to support and plan the preparation for adulthood journey with young people who are likely to require care and support from Adults Social Care, when they reach adulthood.

The people we work with can present with a breadth of needs, including those who are neurodivergent, have a physical disability, learning disability, life limiting conditions, long term health conditions, acquired brain injury, those who care experienced, and young people who have been, or are at risk of, being exploited. Some people need initial assessment and signposting, whereas others might have multiple and complex needs, requiring an integrated health and social care approach to promote positive life outcomes.

We aim to work in a way which recognises the importance of relationship building and take a rights-based approach to our work. The roles will have an initial focus will be supporting either the preparation for adulthood or direct payments teams to undertake community-based visits to a variety of settings to carry out direct work to contribute to assessments of citizens under the Care Act 2014 to support a determination of social care needs, and planning with others towards identified outcomes.

There will be scope to focus on different project areas within the roles, including supporting how we work with care leavers, actively promoting the use of direct payments in innovative ways, using the local offer to support young people and working on our approach to transitional safeguarding.

Key Responsibilities will include but are not limited to:

* Playing an integral role to supporting our warm welcome approach to adult social care services, providing accurate and timely information, advice, and guidance assisting in the delivery of the Local Offer.
* Creating a vision alongside people and their circle of support, which places and keeps the person within their local community, gaining a sense of belonging and contribution to society, through social activities, paid or voluntary employment, training, developing independent living skills, and ensuring good health.
* Through attending and contributing to Education Health and Care Plan Reviews, Pathway Planning Meetings and supporting the Preparation for Adulthood Team, the role holder will promote putting the young person at the centre of decisions about their lives, enhancing their choice and control.
* Developing and implementing citizen support plans to meet identified social needs of individuals, enabling the citizen to achieve maximum health and well-being. This will include playing a role in ensuring timely support for reablement, packages of care, respite, carer assessments, equipment and minor adaptations to support independent living, assistive technology and support for carers and family members.
* Develop and maintain a suite of person-centred literature and promotional materials in a range of formats including digital solutions.
* Developing a knowledge base of key local services available for people and younger adults that can be shared within the team.
* Identifying safeguarding, Gillick competency and mental capacity issues and making referrals as appropriate; assisting in investigations of allegations of any form of abuse to adults with care and support needs.
* Play an active part in developing the role as part of the transformative development of services.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

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

**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:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **IT Skills:** Skills 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