

Lancashire County Council Combined Role Profile

Grade Profile - Grade 6 – Support Roles

Applies to **all** posts at Grade 6

Purpose

To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.

Scope of Work

Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- The allocation of work to a small group or team; or
- Accounting for expenditure from agreed budgets; or
- Overseeing the administration of support systems and processes; or
- Undertaking specialised service support activities; or
- Providing service and situation specific advice and guidance; or
- Using specialised equipment.

Skills, knowledge and experience

- Extended experience or the ability to demonstrate the competence to undertake the role.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, or equivalent where applicable.
- Working knowledge of the practices, processes and procedures relevant to the role.
- Developed skills appropriate to the job discipline.

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of work to required standards, deadlines and timescales.

Lancashire County Council

Operational Context Form

Post title: Social Care Support Officer *(Please select from one of the prescribed generic job titles)*

Directorate: Adult and Community Social Care		Location:	County wide		
Establishment or team:		ICAT Morecambe Bay		Post number:	F-457-0003 F-457-0004
Grade:	Grade 6	Staff responsibility:	No	Essential Car user:	Yes

Scope of Work – appropriate for this post:

To work collaboratively with other professionals and agencies to address needs and to achieve best outcomes for individuals and their carers, with an emphasis on encouraging independence, enabling recovery and safeguarding adults, as outlined in the national legislation and guidance and in line with county policies and procedures

To contribute to an assessment, review and support planning service

The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's Policies and Procedures and the Directorate's Statement of Principles and Standards of Conduct.

To instill, promote and maintain working relationships with all levels of management, employees and service users (including other Directorates of the County Council and external agencies) which fully reflect the Directorate's Standards of Conduct and Statement of Principles.

To instill, promote and maintain a health and safety environment with all levels of Management, Employees and Service Users within the service as directed by legislation and the County Council's policies.

A core function of the officers of the County Council is to deliver and promote the positive benefits of equality and diversity in the way they carry out their duties and responsibilities.

Accountabilities/Responsibilities – appropriate for this post:

- 1) To undertake assessment and review of need for social care support, where the need for intervention by a qualified Social Worker has been excluded, and work in partnership with service users, carers and other agencies to formulate personalised support plans with robust contingencies
- 2) To effectively prioritise and manage a caseload with support and direction from an Operational Manager, Advanced Practitioner or nominated member of staff.
- 3) To ensure that the social care needs of individuals are identified and met within the requirements of legislation and available resources with focus on facilitating self directed support within the principles of the personalisation agenda.
- 4) To work with people who have complex needs, challenging behaviours or difficult family dynamics to ensure that they receive appropriate support to live meaningful lives free from harm, with opportunity to direct how their needs will be met
- 5) To facilitate customers and carers to engage with the support planning process and empower customers to exercise choice and control in determining use of individual budgets to meet needs and achieve meaningful outcomes adhering to the principles of personalisation
- 6) To ensure the provision of high quality services to individuals through targeted review of existing service provision and creative support planning with the aim of achieving effective, preferred and

sustainable outcomes for customers and their families.

7) To work in partnership with customers, carers, other agencies and all internal and external professionals through effective communication and consultation, to support the delivery of a personalised and coordinated response to customers and carers needs.to ensure a co-ordinated response to service users and carers.

8) To keep effective records in relation to the work undertaken, using Social Care electronic record systems and other computer systems.

9) To contribute to effective team working and service development and to work with management to identify improvements that could be introduced to enhance the efficiency and effectiveness of the Directorate.

10) To participate in continuous personal development, including engaging in personal training opportunities, and contribute positively to the organisation within the staff supervision and personal development process.

Additional Supporting Information – specific to this post:

The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's Policies and Procedures and the Directorate's Statement of Principles and Standards of Conduct.

To undertake specific and local responsibilities, on behalf of the service, as identified with the Team Manager.

To support new or less experienced colleagues with sharing of knowledge and expertise and contribute to the induction of new workers

To instill, promote and maintain a health and safety environment for all levels of staff and service users, in keeping with your level of responsibility and accountability as defined under the Health and Safety at Work Act 1974, the Management at Work Regulations 1992, the County Council General Statement of Safety Policy and the Social Services Directorate Health and Safety Policy.

This is an essential car user post

Prepared by:		Date:	
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Social Care Support Officer	Grade: Grade 6	
Directorate: Adult and Community Social Care	Post number: F-457-0003 F-457-0004	
Establishment or team: ICAT - Morecambe Bay		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
GCSE Grade 'C' or equivalent in four subjects including Maths and English or GCE 'O' level or equivalent. In exceptional circumstances experience and competence in previous employment where these skills were used will be regarded as meeting this requirement.	E	AF
Basic qualification in Social Care	D	AF
Experience		
Work in an Organisation providing care/health services.	E	AF/I
Assessment of an individual's needs for services	D	AF/I
Knowledge and skills		
Ability to contribute effectively to the overall assessment, review and support planning task.	E	AF/I
Ability to keep accurate records.	E	AF/I
Knowledge of the range of support options that are available.	E	AF/I
Good communication skills.	E	AF/I
Ability to work within a team	E	AF/I
To have knowledge of the cultures and religions of the communities of Lancashire.	E	I
To Value diversity and work across cultures.	E	I
Ability to liaise with other agencies.	D	AF/I
Ability to coordinate services.	D	AF/I
Skills in dealing with the public sensitively, often at times of distress.	D	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. Commitment to attendance at work.	E	I
5. Commitment to the general no smoking policy	E	I

<p>6. The post holder will be expected to familiarise themselves with relevant Computer systems</p> <p>7.</p> <p>This is an essential car user post. However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.</p>	E	I
<p>Date: 08/03/2017</p>		
<p>Note: We will always consider your references before confirming a job offer in writing.</p>		

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	All Teams
Post title	Social Care Support Officer
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) Juanita Heilling	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (e.g. some paints).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	Working in isolation/lone working.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>		Sue Lott	
Telephone Number:		Date:	

V1.4

10/05/2011