

Lancashire County Council

| Job description for the post of: Social Care Support Officer | | | |
|---|----------------------|---|------------------------|
| Directorate: Adult Social Care | | Location: | |
| Establishment or team: | | Post number: | |
| Grade: 6 | Line manager: | | Car user: Y / N |
| Staff responsibility: No | | Number of staff directly supervised: 0 | |
| <p>The purpose of this role:</p> <p>To provide a strength based, outcome focussed assessment service to all adults across community and hospital settings.</p> <p>Core tasks:</p> <p>The post holder will be required to:</p> <ol style="list-style-type: none"> 1. To work collaboratively with other professionals and agencies, whilst having regard for statutory social care responsibilities and duties as outlined in national legislation and guidance and in accordance with organisational policies and procedures. 2. Contribute to service delivery that is strengths based and outcome focussed with an emphasis on promoting independence, enabling recovery and safeguarding adults. 3. To undertake assessment and review of need for social care support, as appropriate and in collaboration with a qualified professional where needed, to work in partnership with people, their carers and other agencies to formulate personalised support plans. 4. To work collaboratively with health colleagues to ensure safe and timely discharges from hospital to the most appropriate service and setting for the individual that actively supports their choice and independence. 5. To promote the creative and flexible use of personal budgets to appropriately meet the needs of those we support and their carers. 6. To effectively prioritise and manage a caseload with support and direction from your line manager/supervisor. 7. To contribute to effective team working and to service development and to work with management to identify improvements that could be introduced to enhance the efficiency and effectiveness of the Directorate. 8. To communicate effectively with people, carers, other agencies and professionals to support the delivery of a co-ordinated response to needs. | | | |

9. To undertake assessments for independent living skills and to prescribe appropriate low-level equipment (following appropriate training) and work in collaboration with a qualified professional where needed, in order to maximise independence and reduce the need for formal service provisions.
10. To keep accurate and proportionate records in relation to the contact and work undertaken, using electronic record systems (Liquid Logic) and other relevant ICT systems.
11. To undertake continuous professional development including the completion of all mandatory e-learning and formal training as set out within the Adult Social Care Training Plan.
12. To maintain your own emotional resilience and wellbeing whilst developing practice competence and confidence.
13. To participate in a duty system which involves the need to work flexibly and respond to urgent situations where necessary with supportive oversight.
14. To undertake additional duties as deemed appropriate by the team manager.

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.

| | |
|---|--------------------------------|
| <p>Prepared by: Recruitment and Academy Practice Improvement Team following Team Manager's Consultation Workshop</p> | <p>Date: 14.02.2022</p> |
|---|--------------------------------|

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 cooperate 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 Form | | |
|--|-----------------------------------|---|
| Job title: Social Care Support Officer | Grade: Grade 6 | |
| Directorate: Adult Social Care | Post number: | |
| Establishment or team: | | |
| Requirements (based on the job description) | 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, skills and abilities | | |
| Ability to contribute effectively to the overall assessment, review and support planning task. | E | AF/I |
| Knowledge of the range of support options that are available. | D | AF/I |
| Good communication skills. | E | AF/I |
| Ability to work within a team. | E | AF/I |
| IT literate, experience in using manual and computer systems for record keeping. | E | AF/I |
| Numerate and able to contribute to the management of budgets and resources. | E | AF/I |
| To have knowledge of the cultures and religions of the communities of Lancashire. | D | AF/I |
| To value diversity and work across cultures. | E | AF/I |
| Ability to liaise with other agencies. | E | AF/I |

| | | |
|---|---|------|
| Ability to co-ordinate services. | D | AF/I |
| Skills in dealing with the public sensitively, often at times of distress. | E | AF/I |
| | | |
| Other (including special requirements) | | |
| 1. Commitment to equality and diversity. | E | I |
| 2. Commitment to health and safety. | E | I |
| 3. The County Council operates a general no smoking policy. | E | I |
| 4. This is an essential car user post and the post holder is expected to be able to drive and have a car at their disposal. However, in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive. <i>*Applications may also be considered by those whose ability to drive has been directly affected by the pandemic owing to DVLA delays and difficulties sourcing lessons. However, this is dependent on the needs of the service and decisions are at the discretion of the recruiting manager. It will be a requirement that anyone who is successfully appointed and cannot drive will be expected to pass their test and provide a car in connection with their business duties within their 6 month probationary period.</i> | E | I |
| | | |
| Prepared by: Recruitment and Academy Practice Improvement Team following Team Manager's Consultation Workshop | | |
| Date: 14.02.2022 | | |
| Note: We will always consider your references before confirming a job offer in writing. | | |

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.

CONFIDENTIAL

| |
|---|
| Team/Establishment: |
| Post title: Social Care Support Officer |
| Description of main activities the employee will be required to undertake (or attach role profile): See role profile above for details. |
| Form completed by: |

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 (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>). | <input type="checkbox"/> | X |
| 2 | Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>). | <input type="checkbox"/> | X |
| 3 | Work in unusual environmental conditions (<i>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</i>). | <input type="checkbox"/> | X |
| 4 | Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>). | <input type="checkbox"/> | X |
| 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"/> | X |
| 6 | Some contact with hazardous substances (<i>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</i>). | <input type="checkbox"/> | X |
| 7 | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. | <input type="checkbox"/> | X |

| | | | |
|----|---|--------------------------|----------|
| 8 | Work with lead or lead-based products (<i>e.g. some paints</i>). | <input type="checkbox"/> | X |
| 9 | Food handling/preparation (of raw or uncooked food only). | <input type="checkbox"/> | X |
| 10 | Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>). | <input type="checkbox"/> | X |

**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 (<i>e.g. at sensitive front-line posts re abuse, aggression, assault</i>). | X | <input type="checkbox"/> |
| 12 | Working in isolation/lone working. | X | <input type="checkbox"/> |
| 13 | Work with electrical wiring (<i>e.g. colour blindness</i>). | <input type="checkbox"/> | X |
| 14 | Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>). | X | <input type="checkbox"/> |
| 15 | Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i>). | X | <input type="checkbox"/> |
| 16 | Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>). | X | <input type="checkbox"/> |
| 17 | Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>). | X | <input type="checkbox"/> |
| 18 | Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>). | <input type="checkbox"/> | X |
| 19 | Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1-month period</i>). | X | <input type="checkbox"/> |

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

N/A

| | |
|--------------------------|--------------|
| Line Manager: | |
| Telephone Number: | Date: |