

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

Directorate: Adult Services and Health & Wellbeing		Location:	Countywide		
Establishment or team:		Safeguarding Adults		Post number:	
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, with an emphasis on safeguarding adults, as outlined in the national legislation and guidance and in line with county policies and procedures

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:

- Work in partnership with partners and providers to understand the Lancashire County Council Safeguarding Guidance.
- Close safeguarding alerts that do not meet Care Act 2014 criteria and complete referrals for support if required as directed by the Triage manager.
- Support partners and providers to understand how to raise a safeguarding alert using the safeguarding portal.
- Design and deliver power point presentations to partners and providers to support learning about the Lancashire County Council Safeguarding Guidance.
- Arrange to visit providers to give direct support if appropriate to managers, staff, and teams about the Lancashire County Council Safeguarding Guidance.
- Undertake reviews on Section 42 organisational alerts (OSA's) as requested by safeguarding social workers. Check and support progress against a Safeguarding Adults Protection Plan to ensure that the plan is effective and being adhered to and that the safety of the service user is ensured, under the oversight of a qualified practitioner.
- Attend the monthly RADAR meetings as a lead link for the Safeguarding Support Team. Sharing information in relation to providers as appropriate.
- Attend as appropriate formal meetings such as QPIP and Safeguarding meetings.
- Attend social work team wash up meetings regularly to support appropriate communication and information sharing.

- Undertake data cleansing tasks when required, for example to support the Department of Health Safeguarding Adult Returns.
- Support social workers to chase up information requests for example with hospital enquiries.
- Work alongside a social worker when a decision has been taken that lone working is inappropriate and that the second worker need not be a qualified professional.
- Support social workers with complex alerts to gather information, this may involve undertaking a visit.
- Support the Lancashire County Council Adult Social Care Academy for new staff, for example facilitation at 'meet the teams' event.
- Support with data recording and collation, for example with Coroners cases and PIPOT's.
- Work with partners to help develop new ways of working. For example, 'The 4 visits model' being developed with LCC contracts.
- Communicate and work effectively with managers, social workers, partners, providers, and members of the public as required.
- Keep effective records in relation to the work undertaken using electronic records systems, for example LAS and TEAMS.
- Recognise when the input of a qualified professional is needed and refer appropriately.
- Support the safeguarding service with contingency planning as and when required.
- Engage in training, on-going learning and development courses to maintain and develop the knowledge and skills required for their area of service and take responsibility for their own continued professional development.

In addition to the above list staff may be required to undertake additional responsibilities to support. The safeguarding Adults Service as directed by the safeguarding Support Team Manager.

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:	Donna Holt	Date:	06.06.24
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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 Services and Health & Wellbeing	Post number:	
Establishment or team: Safeguarding		
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		
Knowledge of safeguarding adults	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
6. The post holder will be expected to familiarise themselves with relevant Computer systems	E	I

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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.		
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Date:

Note: We will always consider your references before confirming a job offer in writing.
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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) see role profile above	
Form completed by: (print name)	

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"/>	<input checked="" type="checkbox"/>
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"/>	<input checked="" type="checkbox"/>
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"/>	<input checked="" type="checkbox"/>
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"/>	<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 (<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"/>	<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 (<i>e.g. some paints</i>).	<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 (<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"/>	<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 (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).	<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 (<i>e.g. colour blindness</i>).	<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: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	<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 (<i>e.g. risk of wels disease, other animal borne diseases, zoonoses</i>).	<input type="checkbox"/>	<input checked="" 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>).	<input type="checkbox"/>	<input checked="" 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>).	<input checked="" type="checkbox"/>	<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"/>	<input checked="" type="checkbox"/>
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>).	<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:

None

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