**Lancashire County Council**

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| **Job description for the post of: Social Care Support Officer** | | | | | |
| **Directorate:** Adult Social Care | | | | **Location: Fleetwood & Thornton Cleveleys** | |
| **Establishment or team: Community North** | | | | **Post number: F-319-0055** | |
| **Grade:** 6 |  | | | | **Car user:** Yes |
| **Staff responsibility:** No | | **Number of staff directly supervised:** 0 | | | |
| **The purpose of this role:-**  The teamwill provide short term social care interventions, personalised to the individual's care and support needs.  **Using a strength-based approach, individuals have the control over their own lives, and by working in a time focused manner, build their confidence and social network, lessen their economic disadvantage and the longer-term impact which come from inactivity such as worsening mental and physical health.**  We recognise the barriers that those with mental health difficulties face in building therapeutic relationships, and therefore the consistency of a named worker will be a high priority.  The team will be aligned to the Primary Care Neighbourhoods (PCN) and the Community Mental Health Hub.  There will be a mental health wellbeing worker linked into each PCN, however, the team will provide cover across the localities to ensure that there is adequate resource.  **Scope of Work - appropriate for this post:**  To ensure the provision of a strength based, outcome focused service to all adults across the community and hospital settings using the 3 Conversations approach whilst affording people dignity and respect in accordance with the principles of person centred practice.  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 Lancashire County Council's policies and procedures.  To contribute with identifying the individuals social care needs using the 3 Conversation model and review progress on an on-going basis.  **Core tasks:**   * To support early access to appropriate community services. * To practice person-centred care planning and support for people with mental health needs to participate in community activities and reduce social isolation and loneliness. * To support the individual to develop networks within local community groups.   Promote economic well-being – ensure access to appropriate benefit entitlements through linking in with debt advise agencies/charities e.g. CAB, I-Cann.  Promote independence by supporting people to address specific issues directly e.g. daily activities in their local community, and directly support, enable and empower (not do for!) an individual to build confidence and address their personal anxieties and other boundaries which may prevent inclusion.  Link with local universal services, faith sectors and agencies to promote mental health awareness.  Promote the use and accessibility of public transport.   * To promote the use of digital technology in order to improve the individual's mental wellbeing. * Using effective listening, observation and communication skills build relationships with individuals allowing them to develop their skills and confidence so in the future they can be resilient, prioritise their wellbeing and actively plan to maintain their independence. * Assess how people’s lifestyle, relationships, and economic situations are impacting their health and well-being. Work with individuals to co-produce, and work towards, person-centred well-being plans over an agreed timescale. * Use coaching and motivational interviewing techniques – this keeps the individual at the centre of their support and aims to equip them with the tools and skills to make meaningful and long-lasting positive changes to their lives. Individuals are best placed to make their own decisions and come up with their own solutions. * Build people’s ability to become active and connected to their communities and social networks. Assist people to take notice of what is going on around them and identify ways in which they can make a positive contribution to the lives of others. * To effectively prioritise and manage own workload with support and direction from your line manager/supervisor.   **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 colleagues with sharing of knowledge and expertise.  To instil, 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 deliver and promote the positive benefits of equality and diversity in the way they carry out their duties and responsibilities.  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. | | | | | |
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**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**

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| **Person Specification Form** | | | |
| **Job title:** Social Care Support Officer | | **Grade:** Grade 6 | |
| **Directorate:** Adult Social Care | | **Post number: F-319-0055** | |
| **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 |
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| **Experience** |  | |  |
| Work in an organisation providing care/health services. | D | | AF/I |
| Assessment of an individual’s needs for services. | D | | AF/I |
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| **Knowledge, skills and abilities** |  | |  |
| Ability to effectively undertake assessments of risk and need to achieve improved timely outcomes for individuals. | D | | AF/I |
| Knowledge of creating effective support plans. | D | | 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 and on your own initiative. | E | | AF/I |
| IT literate, experience in using manual and computer systems for record keeping. | 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 |
| To have knowledge of local resources available to meet a variety of health and social care needs | D | |  |
| **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.  *\*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.* | E | | I |
| **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.

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| **Team/Establishment:** Community north |
| **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.**

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|  |  | **YES** | **NO** |
| 1 | Work at heights *(e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).* |  | **X** |
| 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).* |  | **X** |
| 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).* |  | **X** |
| 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).* |  | **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. |  | **X** |
| 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).* |  | **X** |
| 7 | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |  | **X** |
| 8 | Work with lead or lead-based products (*e.g. some paints).* |  | **X** |
| 9 | Food handling/preparation (of raw or uncooked food only). |  | **X** |
| 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). |  | **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.**

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|  |  | **YES** | | **NO** |
| 11 | Face to face contact with the public/service users *(e.g. at sensitive front-line posts re abuse, aggression, assault).* | **X** |  | |
| 12 | Working in isolation/lone working. | **X** |  | |
| 13 | Work with electrical wiring *(e.g. colour blindness).* |  | **X** | |
| 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).* | **X** |  | |
| 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).* | **X** |  | |
| 16 | Manualhandling *(other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).* | **X** |  | |
| 17 | Working with vulnerable service users *(e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).* | **X** |  | |
| 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).* |  | **X** | |
| 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).* | **X** |  | |