

Job Title: Care Manager	Role Profile Number: SO3482v3
Grade: Q	Date Prepared: June 16 Amended January 2018 Amended September 2020
Directorate/Group: Adult Social Care	Reporting to: Experienced Specialist Practitioner/ Experienced Social Worker
Structure Chart attached:	

Job Purpose

1. To provide and enable a safe, effective and high quality service within a multi-disciplinary team and be cost efficient in using most appropriate funding streams to meet needs whilst adhering to local authority statutory obligations
2. To Identify complex packages of care and work with allocated care managers in evaluating current support plans, using a 'cost benefit analysis' approach.
3. Provide information to clients/family and representatives on health and social care pathways
4. To work collaboratively with health and social care teams providing professional expertise, knowledge, skill, advice and quality assurance to demonstrate compliance within appropriate legislative frameworks, policies, practices and procedures.
5. Working within an integrated approach to service delivery with other social care and health professionals, other agencies and the full range of community resources. Ensuring the organisation fulfils its duties within the statutory and local performance frameworks, in line with national and local policies.
6. Ensuring that the principles of Care Act (2014), Mental Health Acts (1983; 2007), Mental Capacity Act (2005) and NHS National Framework for Continuing Health Care and Funded Nursing Care (2018) underpin practice.
7. Support and liaise with Adult Services case manager on high complex cases to ensure that resources are utilised effectively to safeguard and promote the welfare of Service Users and Carers and undertake the full care co-ordination management process.
8. To reflect a person-centred value base in working with Service Users and Carers, promoting their participation and inclusion within the service delivery and wider context of the local community.

Key Accountabilities

9. To work within and demonstrate compliance with appropriate legislative frameworks, e.g. Human Rights Acts 2000, Mental Health Acts 1983 and 2007, Mental Capacity Act 2005, Care Act 2014 and NHS Continuing Health Care Framework and various Carers Legislation including Personalisation.
10. Assess the needs of Service Users within a person-centred approach and NHS National Framework for Continuing Health Care and Funded Nursing Care (2018) to clearly identify and fully understand the nature and level of their individual needs and risks.
11. To draw on professional knowledge and expertise in completing complex person centred assessments with individuals and to plan for the provision of support and/or services with individual's in order to assist them to meet their outcomes and to live as independently as possible.
12. Review individual Support Plans and Care Plans, to ensure the assessed needs of Service Users are being met; to monitor the quality of service delivery; and confirm that outcomes and objectives are being met and whether the level of service provision or direct payment is in line with the requirements of eligibility criteria and represent value for money.
13. Enable Service Users, Carers and others involved to contribute within the NHS Continuing Healthcare and joint funding processes in order to ensure their views are fully included and their full participation is effectively facilitated.
14. Support carers to enable them to continue in their role in complex situations by providing information and making necessary referrals.
15. Maintain own caseload of individual Service Users and undertake role of Care Co-ordinator when appropriate.
16. Responsible for quality checking Continuing Health Care Checklists for all Adult Social Care teams to ensure correct governance and appropriate evidence before submitting to colleagues at the Continuing Health Care Team
17. Support with duty cover responding to enquiries and problem-solving and escalate to managers when necessary.
18. Participate in Continuing Health Care Multi-disciplinary Team meetings as a Swindon Borough Council representative, apply eligibility criteria appropriately and seek to optimise resources available. Work within the national performance frameworks as translated locally, in order to deliver services within the defined performance standards enabling core Performance Indicators for annual ratings to be met.
19. Provide coordinated information so that funding decisions can be applied accurately, consistently and in a timely manner.
20. Develop and maintain a good knowledge of local community resources in order to inform decision making within care co-ordination.
21. Provide information regarding service quality and gaps in provision to colleagues in commissioning, to support effective service delivery and responsive service developments.
22. Receive appropriate 121 from your manager and professional supervision from a registered practitioner to maintain your registration and continued professional development in order to ensure a high quality service.
23. Work positively within integrated (health and social care) team with colleagues and other professionals across teams and other organisations to ensure effective service delivery.

24. Develop knowledge and skills to actively participate and lead professional forums, team meetings, provider information briefs and other meetings or working groups as required.
25. To identify where adults may be at risk and to act in accordance with the Departments safeguarding policies and procedures.
26. To provide support and knowledge regarding the Mental Health Act and Mental Capacity Act ensuring that the principles are adhered to on a case by case basis.
27. To ensure accurate and timely recording of information onto social care database.
28. Where appropriate qualifications are held, act as practice supervisor for professional student workers on placement.
29. To fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.
30. Participate in appraisals for all reports in line with current policy and be supportive of colleagues who are seeking to develop their skills and knowledge.
31. To be an ambassador for the council and the department at all times, always representing the council positively, professionally and appropriately at meetings with individuals, external partners and agencies.

Supplementary Accountabilities

32. To have the opportunity to undertake appropriate training to achieve and practice as an AMHP and Best Interests Assessor.
33. To have the opportunity to participate in Practice Education Professionals Standards (PEPS) training and undertake placement supervision of student social workers.
34. Maintain links with Children's services, particularly regarding transitions and parents with children who have disabilities and within the criteria of See the Adult, See the Child.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

35. Current NMC registration or an HCPC recognised registration
36. Thorough working knowledge of the application of the underpinning legislation.
37. Thorough working knowledge and range of experience in procedures relating to the care of the service users which must include experience working in the community.
38. Thorough knowledge and practice experience of adult protection practice and procedures (safeguarding vulnerable adults). A working knowledge of child protection practice and procedures.
39. Excellent knowledge of health and social care theories and methods in the context of Mental Health Services, and of the needs of service users and carers, and the ability to apply these to own work, and develop the practice in all team members.
40. Thorough knowledge and good level practical experience of assessment and care co-ordination.
41. Thorough awareness and understanding of working within national and local performance management frameworks.

42. IT literate with experience in using client databases.
43. Robust awareness and understanding of applying Care Act (2014) eligibility criteria and using resources effectively.
44. A range of experience and thorough understanding of anti-discriminatory practice.
45. Full Driver's Licence with a car or equivalent mobility.

Qualifications

46. Registered Social Worker/Nurse therefore holding a Diploma/Degree in Social Work/Nursing/Occupational Therapy (RGN, RMN, RNLD) with current Social Work England/HCPC/NMC registration, or any predecessor or equivalent qualifications recognised by HCPC.

Job Specific Competencies

47. Promote social change, problem solving in human relationship and the empowerment and liberation of people to enhance well-being. Utilising theories of human behaviour and social systems, intervening at the points where people interact with their environments. Applying principles of human rights and social justice.

Decision Making

48. Management of own time and prioritisation of own workload tasks within the support of the supervision framework.
49. Identifying the eligibility of Service Users for services delivered according to Care Act (2014) and NHS National Framework for Continuing Health Care and Funded Nursing Care (2018) to ensure that the council's resources are managed effectively.
50. Working on own initiative and with colleagues from across health and social care professions, making decisions regarding appropriate support to meet the needs of Service Users.
51. Demonstrate and deploy well developed communication skills, to influence co-operation and collaboration from colleagues in other agencies, in making best use of resources to meet the needs of service users.
52. The role requires the ability to problem solve, and make decisions in situations, which are often complex, unstable, and/or at times of crisis. This requires the careful balancing of risk, and at the same time recognising the importance of not taking control over a person's life, applying the principles of personalisation
53. Able to make effective decisions regarding the safeguarding of vulnerable adults, in a safe and timely way by adhering to the policy and guidance.
54. Identify and notify situations where children are thought to be at risk.

Creativity and Innovation

55. Creative engagement in a person centred manner to enable problem solving and advise on Support Planning/Care Planning to promote the independence of service users and maximise the outcomes achieved from appropriate resources..
56. Awareness of the general context of legislation, guidance and social policy and committed to identifying more appropriate outcomes with Users.

- 57. Report writing, communicating / interacting effectively and responsively with Service Users and their carers in a manner appropriate to their communication needs.
- 58. Flexibility of approach to other groups/organisations.

<p>Job Scope Professional role in a regulated profession</p> <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

- 59. Develop and sustain excellent working relationships with Service Users, Carers, families, others directly involved with the Service User and members of the general public.
- 60. Develop and sustain excellent communication and working relationships with colleagues across health and social care, both within and across departmental teams; and with other agencies and organisations.
- 61. Actively engage with Senior Practitioners and Managers, to develop consistency in practice across the service, in order to optimise effective outcomes for Service Users and their carers.
- 62. Actively engage with team colleagues in order to, ensure appropriate service delivery for Service Users and their carers (including highlighting performance standards and evaluating individual performance); and develop and maintain a positive working environment.
- 63. Communication skills through the full range of channels e.g. via telephone, face-to-face meetings, electronic media. Good report writing skills and the ability to communicate clearly in writing.
- 64. Engage with people in a way that reflects awareness and understanding of anti-discriminatory practice values.
- 65. Select appropriate communication format and style reflecting awareness and understanding of equalities and in individual’s communication needs.
- 66. Maintaining a clear professional identity and acting as a role model for other staff.

Emotional Demands of the job

- 67. The need to manage your own emotions in order to be effective in supporting others.
- 68. Responding sensitively and providing positive support to Service Users and their carers who are dealing with people in crisis by virtue of their mental needs, dealing with longer term health

conditions or ill health where deterioration in physical / mental functioning may be one of gradual decline including end of life.

69. Managing own time and stress whilst working within a busy and demanding environment and the ability to work flexibly responding to service demands.
70. Working within a social model including Social Work values with individuals who may be in distress or strife engaging in effective professional relationships, recognising the inherent power relationship in these transactions.
71. Dealing with situations and interactions of conflict, for example explaining to people that they do not meet the eligibility criteria, or where resources are limited.
72. Responding to Service Users, their Carers and others who can be angry, confused and distressed.
73. Lone working and autonomous practice.
74. Responding supportively and providing emotional support to colleagues / team members who are dealing with the above situations; and ensuring the appropriate risk assessments and de-briefing are undertaken.
75. Throughout your role being a positive ambassador for Swindon Borough Council, and the organisation within which you are seconded in representing and promoting the work undertaken within the borough and service area.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

76. To be based in an operational location anywhere across the Swindon Borough Council, including AWP premises but to work across teams as necessary to provide equity of service.
77. Lone working with potentially aggressive service users in physically challenging environments e.g. very dirty houses, pets.
78. Travelling within the service delivery area and potentially occasional longer distance travel e.g. to visit service users living out of county or to attend conferences or training events.
79. Potential exposure to body fluids for example, some service users are incontinent.
80. Potential exposure to body fluids with risks including Hepatitis A or B, HIV.
81. Use of computers / VDU equipment.
82. Potential for general stress from working in a busy and demanding environment.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	