

Job Title:	Assistant Care Manager	Reporting to:	Senior Practitioner
Grade	N	Posts/Team reporting to this role:	
Business unit		Role Profile Reference	

Role Purpose:

- To work as a member of a multi-disciplinary team, carrying out assessments with older people and people who have a physical disability, in order to identify areas of need/risk, at the direction of the Social Worker or Senior Practitioner.
- To understand and apply eligibility criteria.
- To use the care-planning process to identify the most appropriate way to promote independence.
- To provide advice, information and signpost to other agencies/ support services as appropriate, in creating a care plan.
- To arrange for provision of services, equipment/ minor adaptations as appropriate.

Role Accountabilities:

- To manage a delegated caseload, under the supervision of a Care Manager/Social Worker, who will retain overall responsibility.
- To collect and share information with the team manager and other team members.
- To carry out needs led, person centred, contact and overview assessments as directed by the Care manager/social worker in order to identify needs.
- Apply eligibility criteria to assessed needs/ risks; provide information and signpost to other agencies as appropriate.
- To ensure that needs/ risks which have been identified as being eligible for community care services, will be met, whenever possible, through the provision of Care packages, aids and equipment, in order to promote the independence of the person concerned.
- To bring to the attention of the Senior Practitioner when, following an assessment visit the needs/ risks identified are complex and require further assessment by a qualified worker.
- To apply for community care funding for appropriate packages of care to meet eligible needs, by ensuring the relevant funding request, assessment and care-planning documentation is provided.

- To complete required documentation for provision of aids and equipment.
- To liaise with the provision and finance team and service users and carers, with regard to domiciliary care service requests, to ensure the timely start of services.
- To liaise with the Integrated Community Equipment Stores with regard to the timely provision/ delivery of equipment.
- To ensure that the recording processes have been fully completed, a copy of the Care Plan is sent to the service user, recorded the SWIFT database is updated.
- To bring to the attention of the Care manager any delays in provision of services/ equipment, which may arise.
- Monitor and review the effectiveness of the care plan in meeting the needs of the service user, record and feedback to the Senior Practitioner.
- To assist Care Managers in complex cases by undertaking tasks that they have identified, as being appropriate to delegate.
- To provide information to carers, including their right to a carer's assessment. Carry out carer's assessments and feedback needs/ risks to Care Manager.
- To ensure that the Finance and Benefit Team have been informed of the need for a financial assessment to be carried out, in order to maximise the income for the service user/ carer.
- To attend and be actively involved in 1-1 supervision meetings, 4 weekly, in line with the Adult Social Care supervision policy. Also to be actively involved in the appraisal process.
- To attend and be actively involved in team meetings, team briefings and case discussions.

Other Key Features of the role

- To carry out duties in accordance with the Standards of Conduct Performance and Ethics of Health Care Professionals Council.

Knowledge and Experience

- To have an in-depth understanding of working in a social care environment.
- To have an in-depth understanding of the needs of older people, physically disabled people, and their carers.
- To have a good understanding of the role and needs of informal carers.
- To have developed a knowledge and understanding of working within the Care Act 2014.
- To demonstrate the ability to undertake assessments, identify needs/ risks and produce care plans.
- To understand and identify the benefits and challenges, in relation to working in a multi-disciplinary team.

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- To be able to work effectively using own initiative, as well as following directions.
- To recognise the need for accountability and responsibility in relation to the role.
- To recognise own limitations and seek advice when needed.
- To possess good communication skills both orally and written, in order to communicate effectively with service users/ carers, colleagues and other agencies.
- To have a good understanding of issues relating to discrimination and inequality.
- To be able to use Information technology and be computer literate.
- To understand the importance of confidentiality.

Statutory and or Qualifications required for this post:

- NVQ in Care Level 3 or equivalent.

Contacts and Relationships

- Public
- Potential/Service users
- Carers
- Colleagues (Primary Care/ Hospital/ Housing/ Learning and development/ Mental Health/ Provision / Finance
- Domiciliary care agencies / ICES / FAB team

Key Values and Behaviour Competencies:

Self-Aware

Awareness of one's own behaviour, values, attitudes, strengths and weaknesses
Ability to reflect on own behaviour and performance

Has integrity

Authenticity – being yourself
Leading by example – being a role model

Collaborator

Giving space to others and not imposing own views or judgements
Enabling development through co-creation and collective learning

Has meaningful relationships

Is compassionate and accepting of others
Able to connect well with others

Resilient

To be aware of and utilise personal strengths and resources to endure challenging times
Keeping a positive outlook and using challenges as personal growth

Has clarity of intention

Clear and effective communicator
Is purposeful and makes decisions

Board Director

Signature:

Date