



Role Profile

Job Title: Assistant Care Manager	Grade/ Level: N	Post Number: SO3589 v2
Directorate: Service - Delivery Adult Health and Social Care	Job Family: Social & Caring	Date Prepared: 13/04/07

Role reports to:
Senior Practitioner/ Operations Manager Joint Adult Health and Social Care team

Job Purpose:

- To work within and demonstrate compliance with appropriate legislative frameworks
- 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 identify areas of need/risk, at the direction of the team manager
- To understand and apply Fair Access to Care Services 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

Key Accountabilities:

- To manage a delegated caseload, under the supervision of a Care Manager/ Senior Practitioner, 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 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 aids and equipment, in order to promote the independence of the person concerned
- To bring to the attention of the team leader 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 small 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 (service/ equipment) in meeting the needs of the service user, record and feedback to the team leader
- 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

Supplementary Accountabilities:

- To carry out duties in accordance with all SBC policies including Equalities Policy; Lone working; Email; Sickness Absence, Health and Safety, etc.
- To carry out duties in accordance with the Code Of Conduct of General Social Care Council

Knowledge and Experience:

- NVQ in Care Level 3 or equivalent
- To have an understanding of the work, in either a health or social care environment
- To have a breadth and depth of understanding, of the needs of older people, disabled people, and their carers
- To have a good understanding of the role and needs of informal carers
- To have developed a breadth and depth of knowledge and understanding of the care management process
- 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
- 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 and make appropriate use of informal and formal supervisions and case discussion when required
- 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

Decision Making:

- To demonstrate effective problem solving skills when working in a person centred way with users and carers
- To be able to identify a range of options, from which to choose cost effective solutions, to meet need and minimise risk
- To be able to prioritise work

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

Creativity and Innovation:

- To be able to work in a person centred way to promote independence, well being and choice.
- To “think outside of the box” when deciding how to promote someone’s independence

Job Specific Competencies:

- To be able to gather robust information, by carrying out needs-led assessments, in order to determine needs / risks and identify possible solutions. Also, to prioritise and plan further assessment by appropriate professional when required.
- To recognise the importance of keeping up to date with resources available in the local community, new services and initiatives.
- To have awareness and understanding of relevant policy and legislation with regard to Adult Social Care: NHS and Community Care Act (1990); Vulnerable Adults Policy; Fair Access to Care Services and to be able to work appropriately within them.
- To be able to use, following training, IT systems SWIFT and Liquid Logic.
- To produce accurate assessment information and care plans in a timely manner.
- To ensure careful and accurate recording of information regarding service users and carers in both written and electronic format.
- To keep the SWIFT database up to date, in a timely way, in order to ensure the system is able to provide up to date management information for performance purposes.
- To demonstrate well developed communication, and interpersonal skills.
- To identify with your supervisor, through the 1-1 process learning and development needs

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself

or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

This post is subject to a CRB disclosure, which will be carried out if your application is successful.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: