



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Assistant Care Manager	<b>Grade/ Level:</b> N	<b>Post Number:</b> SBC_10328
<b>Directorate:</b> Service - Delivery Adult Health and Social Care	<b>Job Family:</b> Social & Caring	<b>Date Prepared:</b> July 2023

**Role reports to:**

Senior Practitioner/ Operations Manager Joint Adult Health and Social Care team

**Job Purpose:**

- To work within and demonstrate compliance within appropriate legislative frameworks.
- To work as a member of a multi-disciplinary team, carrying out assessments to identify if an individual has Care Act eligible needs.
- Ensuring that the principles of the Mental Capacity Act 2005 and Care Act 2014 underpin practice.
- 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
- Working within an integrated approach to service delivery with other social care, health and education professionals, other agencies and the full range of community resources.

**Key Accountabilities:**

- To manage a caseload of individual Service Users and Carers and undertake role of Key Worker and/or Care Coordinator when appropriate.
- To work within and demonstrate compliance with appropriate legislative frameworks, e.g. Mental Capacity Act 2005, and Care Act 2014.
- To collect and share information with the team manager and other team members
- Assess the needs of Service Users and Carers within a person-centered approach to clearly identify and fully understand the nature and level of their individual needs and risks.
- Develop Support Plans/Care Plans with Service Users and Carers to ensure their assessed needs are met, through an integrated approach with health colleagues, other agencies and community resources, in a manner which promotes and maintains the Service Users and Carers independence.
- Review individual Support Plans and Care Plans, to ensure the assessed needs of Service Users and Carers 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
- 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 ensure that the recording processes have been fully completed, a copy of the Care Act Assessment/Review and Support Plan is sent to the service user, and that the Customer Records Management System is updated.
- To manage 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 provide information, advice and guidance to carers in relation to financial, health and wellbeing support and signpost to relevant services where applicable.
- To complete carer's assessments, support plans and reviews to include respite support where need is identified and complete applications for Carers Support Scheme when applicable.
- 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.
- Act as enquiry officer alongside Safeguarding Team in vulnerable adult cases, in line with the multi-agency policy within which adult social care is the lead agency.
- Providing support as part of the duty team to individuals and their carers who are unallocated within the team. This support includes triaging referrals, attending multi-agency meetings, carrying out assessments/reviews and supporting people through crises situations.
- To attend and be actively involved in 1-1 supervision meetings, 4 weeklies, 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

Job Scope: Number and type of jobs managed:

Typical tasks supervised/allocated to others:

Job Scope:

Budget:

Assets:

**Knowledge and Experience:**

- NVQ in Care Level 3
- 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/Education/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, relevant IT systems.
- 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: