



JOB PROFILE

Post Title:	Social Care Officer (Adults Service)
Directorate:	Health and Social Care
Responsible to:	Team Manager – Adults & Community
Responsible for:	<i>None</i>
Grade:	D

Job Purpose

To improve the lives of all within our community and help the island thrive as directed by the Team Manager. To be responsible for completing strength based assessments and person centred support plans. To assess for Better Living Allowance, Welfare Assistance grants and Carers Allowance. As a Social Care Officer, you will be able to recognise and respond to issues of mental capacity and safeguarding. You will work with Qualified Social Workers on complex issues and will manage a caseload of noncomplex service users. You will be responsible for supporting hospital discharges and coordinating support. The role of Social Care Officer is to promote independence, provide meaningful support and to safeguard vulnerable people in our community.

You must be adaptable and able to respond to change. On occasions and to support our partner social care provisions, you should be willing to work in other departments should/when there be a requirement.

Main Duties and Responsibilities

1. To work within best practice guidelines, policies and procedures of Adult Social Care and the wider HR code of management and staff handbook.
2. To complete assessments of needs, case recording and report writing. Assessments will be strength based and support plans personalised to the individual's needs. You will consider community support provision and enabling practices.
3. You will develop risk assessments with the support of qualified Social Workers and will be skilled in risk reduction.
4. You will have an awareness of mental capacity concerns and have an understanding of the Mental Health and Mental Capacity Ordinance. You will have a basic understanding of the role of Office of Public Guardian and Power of Attorneys.
5. You will participate in training opportunities for yourself and will take ownership of learning and development to improve your knowledge and skills. You will be driven to improving your own knowledge.
6. You will develop experience in delivering training and sharing knowledge to colleagues, including those within different directorates.



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7. You will facilitate safe and timely discharges from hospital working successfully with health staff.
8. You will manage a caseload of service users under the direction of a qualified Social Worker. You will build and maintain positive relationships with service users, supporting them in improving the quality of their life.
9. You will work in partnership with family members, those who hold power of Attorney and carers both informally and formally.
10. You will complete care planning dependent on need, strength and risk.
11. You work in partnership with Children Services, Police colleagues and Health colleagues when required. You will participate in multidisciplinary team meetings.
12. You will engage in regular case and wellbeing supervision, ensuring you are well prepared.
13. You will respond and action referrals and work 'front desk'. You will respond to situations that require a calm approach in a high stress environment.
14. You will promote ethically sound practice, including equality of opportunity and anti-oppressive practice
15. You will undertake other duties, training and / or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
16. To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.
17. To participate in the Council's emergency response arrangements as directed by the designated officer.

Special Conditions

- Dealing with irate people/clients who can be violent/threatening
- On-call duties on weekdays, evenings, weekends and public holidays

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: Required Professional Competency standards met	ii
Planning & Delivery of Work: <i>Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.</i>	ii
Analysis and use of Information: <i>Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends</i>	iii
Decision Making: <i>Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.</i>	iii
Working with Others: <i>Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.</i>	iii
Communication: <i>Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that has a positive impact on others and engages with them to understand their needs</i>	iii
Influencing and Persuading: <i>Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner</i>	ii
Dealing with Change: <i>Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.</i>	ii
Continuous Improvement: <i>Willing to learn and develop self and team in job role to work efficiently.</i>	ii
Managing Resources: <i>Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.</i>	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE or equivalent in English Language at Grade C or above	E	√	
Qualification in Social Care at a minimum of Diploma level	E	√	
Valid Driving Licence	E	√	
Recognised qualification in Counselling	D	√	
Knowledge & Experience:			
Whilst no formal experience is required, the candidate will need to show evidence of having an understanding of the issues experienced by families	E	√	√
An interest/participation in some aspect of your local community is also useful.	E		√
Experience in general administrative skills are necessary.	E	√	√
Experience of working with vulnerable people and supporting others.	E	√	√
Previous experience in report writing	E	√	√
Skills and Abilities:			
Intermediate statistical analysis	E		√
Strong observation, analytical and listening skills	E		√
Will need to have excellent written and verbal communication and interpersonal skills to communicate at all levels	E		√
Good interviewing skills	E		√
Ability to negotiate/mediate/interpret on behalf of service users	E		
Ability to present information accurately and in a clear and concise manner when attending court and other formal environments	E		√
Good organisation skills	E		√
Good people management skills with the ability to relate to all types of people in difficult and sensitive situations	E		√



PERSON SPECIFICATION

Ability to maintain high level of confidentiality as the post holder will have access to highly sensitive, private and contentious information	E		√
Ability to empathise, engage with and form relationships with people of all ages in difficult and sensitive situations	E		√
Ability to work under pressure and prioritise workloads to meet deadlines, with good organisational skills	E		√
Ability to use creative thinking when developing care plans to suit the circumstance and individual	E		√
Patience and the ability to remain calm in a crisis Resilience and flexibility to adapt to new roles, tasks and situations	E		√
Empathy, combined with a genuine desire to improve the quality of the lives of service users, as is the ability to think on your feet and make difficult decisions under pressure	E		√
Other:			
Knowledge and understanding of relevant legislation	E		√
Must be willing to engage in training and obtain relevant qualifications required as the role develop	E		√
Capacity to absorb legal/procedural information	E		√
Self-motivated	E		√
Good team player	E		√
Ability to apply objective judgement	E		√
Ability to think strategically	E		√
Responsive to change	E		√
Innovative and creative when formulating care plans and other areas of decision making	E		√
Willingness to work flexibly – some evening work may be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS



PERSON SPECIFICATION

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.