

## Job Description

**Department:** Adult Social Care

**Division/Section:** Home Service Delivery Model

**Job Title:** Assistant Caseworker

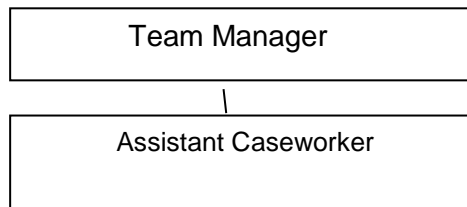
**Post No:**

**Grade:** 7

**Reports to:** Team Manager

**Organisation Chart:**

**Show immediate manager and any jobs reporting to this post.**



**Does the post involve working in regulated or controlled activity with children or vulnerable adults? CRB Check applicable?**

Regulated  Controlled  Neither

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Line Management responsibility for:**

**No. of direct reports:** None

**No. of indirect reports:** None

**Size of budget:       None**

- Job Purpose:**
- ❖ To visit clients in their own homes who have a wide range of health, social and housing issues to undertake assessments. Establish how their needs can be met by empowering the client, promoting their independence, ensuring dignity and safety. (clinical supervision will be provided by an Occupational Therapist)
  - ❖ Manage a caseload using initiative and problem solving skills to deliver client focused interventions. Identify funding opportunities and assist with grant applications
  - ❖ To inform clients of the processes to improve their housing conditions by home adaptations or repairs.
  - ❖ To provide a customer focussed, flexible, sensitive and responsive service.

**Main Duties and Responsibilities:**

- To use appropriate communication, reasoning and negotiation skills to establish a therapeutic relationship, and manage potential barriers to communication.
- Develop an understanding of a wide range of medical conditions and their functional effects on the client.
- A working knowledge of eligibility criteria and relevant procedures and policies relating to social care, health, housing organisations and welfare benefits.
- To undertake and analyse assessment information and formulate an appropriate intervention plan which reduces the consequences of disability, deteriorating conditions and poor housing.
- To take into account the views and wishes of Service users, carers and families and providing support and advice.
- An understanding of the complex interaction between health, housing and social issues and their impact on functional ability.
- To assess and arrange for the provision of standard and specialist disability equipment. Obtain authorisation from the Team Manager for non-standard equipment through the Integrated Community Equipment Store. Teach and demonstrate use of equipment or other techniques to optimise the service users' functional ability and independence.
- To have a working knowledge of a wide range of minor adaptations, their use and application, optimising service user functional ability and independence.
- To have a working knowledge of the assessment process and clinical reasoning supporting the provision of level access showers through the disabled facility grant process.
- To give advice and assistance regarding:
  - ❖ Applications for Local Authority Grants Funding
  - ❖ Welfare Benefits e.g. identify shortfalls and advise where to claim and/or seek further advice
  - ❖ How to address any contribution towards grant assistance

- ❖ Alternative sources of funding and assistance
- ❖ Support for other identified needs, including home safety checks

- To deliver grant application packages to the Grants Authority on behalf of the clients in line with the current written procedures with means test where appropriate.
- To undertake provisional means tests to establish potential means tested contributions or entitlement ahead of progressing case accordingly.
- To understand, apply and explain the means test workings relating to grant applications and understand how changes in client circumstances can alter outcomes.
- To obtain proof of passporting benefits and / or collate sufficient financial information for means testing. To evidence and present financial information in a clear manner at time of grant submission.
- To obtain proof of title, co-owner, landlord or other interested party consents.
- To provide ongoing support to the client, particularly when building works are progressing, enabling the client to make informed choices wherever possible
- To actively network and liaise with all partners, including other Council departments and external bodies. Develop awareness of the Service and promote it at public events and meetings.
- To support in the running of the “Handyperson Scheme”.
- To obtain quotes and arrange stair lift installations. To review and arrange final inspection of the work, establishing if it is fit for purpose and dealing with any matters arising. Submit invoice for payment when installation is correct/complete.
- To ‘progress chase’ clients, colleagues, contractors and other relevant parties to ensure work is not subject to unnecessary delays.
- To undertake reviews of own cases and those of the team and when appropriate completing the necessary closure process.
- To identify unmet needs and gaps in service provision and refer on as appropriate or where necessary highlight to senior staff.
- To maintain accurate and up to date records and documentation, on various computer packages, consistent with legal and organisational requirements.
- To liaise with health and social care professionals and other related statutory, private and voluntary organisations and make recommendations and referrals when appropriate.
- To have a working knowledge of the Care Act 2014, housing legislation, relevant external guidance governing Home Improvement Agencies and Peterborough City Council policies and procedures including:
  - Peterborough City Council Standing Orders
  - Peterborough City Council Financial Regulations
- An understanding of the basic principles of housing construction and technical plans relevant for minor and major housing adaptations, housing repairs and promoting healthy homes.
- To provide cover for other team members during periods of absence.
- To develop, update and maintain skills and knowledge, in order to be conversant with Service developments, as required for Continuing Professional Development. Participating in staff and service development, attending team meetings and in-service training sessions as they relate to the job and the Council’s own training policy.

- To adhere to and apply the Code of Ethics and Professional Conduct for Occupational Therapists (College of Occupational Therapists 2015), under the guidance of a supervising Occupational Therapist
- To seek and actively participate in supervision and appraisal using reflection, analysis and reasoning to ensure best practice, identify more complex cases which need referring to another member of the team and identify training needs.
- To be able to take responsibility for planning and organisation of own workload.
- To contribute to the evaluation of the Service through the use of audit and outcome measures. Where appropriate actively support in the implementation of service improvements
- To have a working knowledge of the departments safeguarding policy and procedures which support the protection of vulnerable adults.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 7/2/2017      **COMPLETED BY:** Jane Scott & Russ Carr

## Person Specification

<b>JOB TITLE:</b>	Assistant Caseworker	<b>POST NO:</b>	
<b>GRADE:</b>	7	<b>DEPARTMENT:</b>	HSDM
<b>HOURS</b>	18.5 hrs		
<b>DIVISION:</b>	Adult Social Care	<b>DIRECTOR:</b>	Adrian Chapman
<b>DATE:</b>	7.2.2017	<b>COMPLETED BY:</b>	Jane Scott & Russ Carr

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Basic understanding of core skills of Occupational Therapy</li> <li>• Basic knowledge of simple adaptations and equipment for use by disabled people</li> <li>• Basic knowledge and understanding of medical conditions that affect function. <b>[AI]</b></li> <li>• Basic knowledge of the needs of vulnerable, elderly and disabled people <b>[AI]</b></li> <li>• Basic knowledge of welfare benefits entitlements</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of safe practice in Moving and Handling</li> <li>• Knowledge of relevant housing legislation and grant system <b>[AI]</b></li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good oral, written and typed communication</li> <li>• Ability to present information in a concise manner and keep accurate and up to date case records</li> <li>• Ability to complete complex forms accurately <b>[AI]</b></li> <li>• Ability to communicate with other professionals service users and their family/carer and manage a number of conflicting deadlines</li> <li>• Able to liaise effectively with other statutory and voluntary organisations</li> <li>• Ability to organise, prioritise and coordinate own caseload efficiently</li> <li>• Ability to demonstrate initiative</li> <li>• Positive approach to team working</li> </ul>	

	<ul style="list-style-type: none"> <li>• To be flexible and adaptable to meet service needs</li> <li>• Develop effective partnership working with colleagues, peers and other stakeholders</li> <li>• Excellent IT Skills for data input <b>[AI]</b></li> <li>• To deal empathetically with the client groups, e.g. elderly or disabled persons <b>[AI]</b></li> <li>• Ability to work independently with a minimum of supervision <b>[AI]</b></li> <li>• Ability to work to targets and deadlines</li> <li>• Ability to work with stressful situations/clients</li> <li>• Ability to physically assist clients in their interventions in most environmental circumstances in clients homes <b>[AI]</b></li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience of a social care or health setting.</li> <li>• Experience of electronic and other forms of communications for sharing of information</li> <li>• Awareness of the importance of safe practice <b>[AI]</b></li> <li>• Experience in dealing with members of the public face to face, on the telephone or in their own homes <b>[AI]</b></li> <li>• Experience in dealing with vulnerable people <b>[AI]</b></li> </ul>	<ul style="list-style-type: none"> <li>• Experience dealing with personal financial information. <b>[AI]</b></li> <li>• Previous experience of close multi-disciplinary team working</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent to include Maths and English Grade C or above</li> <li>• The willingness to complete NVQ 3 Care, Diagnostic and Therapeutic</li> <li>• A driving licence and the ability to travel in and around the Peterborough area to visit service users <b>[AI]</b></li> </ul>	<ul style="list-style-type: none"> <li>• NVQ 3 Care, Diagnostic and Therapeutic or other relevant field or equivalent</li> </ul>
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the</li> </ul>	

	principles underlying equal opportunities <b>[AI]</b>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care <b>[AI]</b></li> </ul>	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*