

Job Family:	Delivery – Front Line – Process knowledge	Grade:	6
Job Title:	Home Care Assessor	Directorate:	People
Date:	16th November 2017	Version:	1.2

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve short term (daily) problems. Likely to supervise a small team, assessing workload and prioritising tasks for others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

Brief Description of job role and department

The post holder will utilise practical skills and experience in manual handling and direct care delivery to build on people’s strengths. This will require working in people’s homes, observing and supporting people, their carers and providers to ensure solutions and practice supports an individual’s independence. The role primarily focuses on the following areas of work:

- Reviewing existing service users where a significant change has been reported;
- Assessing immediate need as part of the Council’s first response, providing solutions consistent with a strengths based approach;
- Supporting provider’s practice in the delivery of care, ensuring best practice and determining where further training is necessary;
- Identifying where partner agency involvement is required and liaising with agencies to ensure engagement;
- Working with colleagues to deliver practice consistent with a strengths based approach;

Representative accountabilities

- Carry out independent but low risk interventions/assessments to identify customer needs or deliver services directly to customers.
- Support providers, families and carers in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience.
- Provide advice and support to customers using Council procedures and policies.

- Work with colleagues to develop best practice through the sharing of knowledge and expertise.

Budgetary accountabilities

N/A

Specific accountabilities

1. Carry out assessments and reviews, as required by the line manager, of people whose presenting need is for a new homecare package or a review of homecare package.
2. Undertake an observation based assessment supporting the individual to complete practical and personal activities of daily living in order to determine their strengths, needs and risks and determine whether equipment or adjustments to activities can be suggested to reduce risks and increase personal independence in and around the home environment.
3. The assessment or review may include a home environment risk assessment, manual handling risk assessment, assessment of the person's safety using medicines, and assessment and mitigation of any other risks which present eg falls, fire. Provide advice, demonstration of safe techniques, recommend and provide aids and adaptations including telecare and assistive technology.
4. Where possible use equipment, adaptations and environmental solutions which promote independence. Signpost or refer people to community and voluntary services, support and train family carers to reduce need for costly hands on care/support.
5. Where needs and risks are identified which may require skilled professional intervention for example social work, occupational therapy, physiotherapy, nursing, GP support, end of life care, make onwards referrals to the appropriate agencies/disciplines in a timely fashion providing sufficient information to enable a timely response from those agencies or disciplines.
6. Identify people who would benefit from a reablement intervention- typically those who have not previously had a reablement episode, people who have not previously needed long term homecare services, people who need support to rebuild confidence and independence in the context of an exacerbation of illness or an injury, or have had a significant change in circumstances (eg death of a carer), and complete a brief summary assessment and refer to START.
7. Where reablement is not indicated - typically review cases requesting an increase in care, work with the current provider to ensure all environmental solutions and equipment is in place before determining any changes in hours, review with the equipment and adaptations in situ.
8. Discuss the Care Act and eligibility thresholds and the financial assessment thresholds with people identifying self funders and ensuring that they are aware of their options including commissioning their own care, or using 'encompass brokerage' to commission their care. Provide an assessment and statement of need to these people as required.
9. Take a proportionate history of the person being assessed which will enable a person centred approach to problem solving and support planning with the person, taking account of the need to balance wants and preferences with our statutory obligations to meet eligible needs under the care act, and to provide the most cost effective solutions where eligible needs are identified.
10. Maintain a good working knowledge of community assets and resources in the locality and provide information advice and signposting/onward referral where appropriate- eg lunch clubs, carers groups, leisure activities, other community activities.
11. Identify individuals at risk of abuse and neglect, take action to manage risk and to protect from further abuse or neglect, reporting safeguarding concerns within the multi-agency safeguarding process.

12. Ensure you are aware of and identify issues and risks which are beyond the remit of Adult Social care eg health needs, poor housing conditions; which may create the appearance of a need for homecare support but where if the underlying issue was resolved the apparent needs would reduce significantly - and provide appropriate advice and support in having these needs and issues addressed. Escalate via line management where other agencies are not responding appropriately.
13. Assess the need and make recommendations for rehousing and the provision of designated adaptations liaising with appropriate professionals and agencies.
14. Wherever possible promote independence and well being and support people and their families to consider their strengths and assets and what they can do for themselves to maintain as normal a life as possible, rather than creating dependence on statutory services.
15. Ensure that all duties, responsibilities, actions, decisions and discussions are consistently and appropriately recorded, updated and relevant reports are produced within performance timescales.
16. Be accountable for the quality and quantity of work undertaken by planning and co-ordinating your casework.
17. Co-operate in providing statistical and other information to assess the effectiveness of social care services and to help the department achieve operational and strategic objectives.
18. Seek advice and guidance on your own caseload, report to and receive supervision and appraisal from a designated HCPC registered professional.
19. Maintain continuous professional development, keeping up to date and willing and develop further skills and to train others.

Person specification (knowledge, skills, experience and behaviours required in the role)

Knowledge and experience

- Demonstrate relevant experience of direct care and support work, preferably as a shift leader/team leader working with a range of vulnerable people/families/carers with an understanding of conditions including dementia, stroke and physical disability.
- Ability to work autonomously and remain calm and objective, working with people in a sensitive and professional manner and able to make adaptations to meet people's communication needs.
- Experience and understanding of up-to-date techniques and equipment, including moving and handling techniques, that aids activities of daily living to meet the needs of people with disabilities and their carers.
- Experience, qualification or training in Manual Handling risk assessment and Emergency First Aid.
- Demonstrate willingness to undertake training including first aid at work (4 day), safe medicines management, manual handling, health & safety and risk assessments.
- Ability to work in partnership with professionals and volunteers across all roles, managing their performance and ensuring compliance with relevant policies.
- An understanding of the law and thresholds in Adult Social services including the Care Act and MCA and SVA procedures, knowledge of the roles and responsibilities of other agencies and how to refer.
- Excellent judgement regarding safety and risk and the rights of individuals the ability to identify where you may need to escalate, and ability to think on your feet and prioritise/re-prioritise as situations change
- Effective verbal and written communication skills, including the ability to produce clear and concise reports.
- Knowledge of psychological, physical, spiritual, social care in health, illness, trauma and disability.
- Ensure all health and safety standards are adhered to for the relevant work area.

Skills

- A full clean UK driving licence and a car available for work.
- Demonstrate excellent ICT skills.

Mandatory accountabilities/requirements for all LBS staff

Willingness to implement and promote the Council's Core values, Equal Opportunities, Health and Safety and Environmental policies and Complaints Procedure together with any other relevant Borough policies and procedures.