

Job Family:	Delivery – Front Line – Process knowledge	Grade:	7
Job Title:	Assessment Officer	Directorate:	People
Date:	March 2017	Version:	1:1

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

Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.

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 report to the Team Manager (or delegated officer) who is responsible for day to day management of the team where the assessment officers are based. Professional supervision via Clinical OT lead and/or Principal Social Worker (or delegated professional).

The post holder will jointly work with other directorates within the Council, health services, housing services and voluntary organisations and the independent sectors ensuring that all duties and responsibilities are carried out to professional standards in accordance with the Council's policies, procedures and legislative framework. The post holder will be expected to maintain a working knowledge of legislation, regulations, guidance related to adults social services.

Assessment Officers will maximise an individual's potential independence by undertaking assessment, recommendations, rehabilitation techniques, equipment, adaptations, support planning and review for vulnerable and disabled people in the community, within the legislative framework, policies and guidance for services.

As a team member will contribute to the development of the service through the business planning process, the setting of performance indicators and service targets. Work within the parameters set by the business plan but will apply professional judgement to day to day working and the delivery of excellent customer service in conjunction with the team and professional manager.

Representative accountabilities

- Delivery of service activities and management of caseload, to ensure the intended outcomes for customers and the Council are delivered within agreed service standards.

- Identification and implementation of improvements in own work area, in order to deliver continuous service improvement and improved outcomes to customers.
- Liaison with customers to review service requirements and resolve problems.
- Keep up to date with changes in policy/legislation/contractual requirements and continuous professional development, to ensure service delivery is effective and complies with the appropriate regulations.

Budgetary accountabilities

- Efficient, effective and economic use of resources. Demonstrating value for money. Reasonable and practicable, appropriate and necessary resource recommendations e.g. through assessment, support planning, review, techniques, equipment, adaptations.
- Working in collaboration with the Integrated Procurement Equipment Hub (IPH), make equipment prescriber resource recommendations e.g. stock, ordering, delivery, correct use, safekeeping and collection of equipment and adaptations, . complying with performance indicators, such as the provision of equipment within 7 working days
- Fulfil statutory duties by making recommendations on grounds of disability to Housing Bodies for funding of adaptations/rehousing.

Specific Accountabilities

1. Within the legislative and regulatory framework, carry a caseload with professional supervision, undertaking trusted assessment of vulnerable and disabled people living in the community.
2. Within the council's eligibility framework, identify referrals which may require urgent response and ensure these cases are passed along to the appropriate team or agency ensuring vulnerable people's welfare is protected and their wellbeing is promoted.
3. Carry out assessments, duty, casework, support plans and reviews, as required by the team manager, where initial information may suggest a significant level of risk and uncertainty about the vulnerable person's circumstances but does not require the direct input of a qualified professional e.g. Occupational Therapist or Social Worker.
4. 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.
5. Ensure that practical assistance is provided to vulnerable adults, their families and carers in assessing their needs, risks and capacity supporting them to identify and maximise their community and other natural support resources with the aim to promote their safe independence and wellbeing.
6. Ensure that the needs and outcomes identified through assessment of an individual are well reflected and recorded in the assessment process and a person-centred, mutually agreed support plan is set up
7. Carry out risk assessment, in the best interest of the individual, enabling risk managed

everyday living solutions involving techniques used in rehabilitation, reablement, manual handling transfers, assistive technology, daily living equipment, minor adaptations, care and accommodation support.

8. Assess the need and make recommendations for rehousing and the provision of designated adaptations liaising with appropriate professionals and agencies
9. Carry out joint casework with other professionals and services such as health, housing, voluntary, independent sector organisations and maintain regular contact with these groups of people to facilitate integrated assessments.
10. Monitor and review support plans to ensure they meet client, carer's needs and that service delivery meets the Council's quality assurance, safeguarding and clinical practice standards; communicate any change to the appropriate person(s).
11. Ensure that all duties, responsibilities, actions, decisions and discussions are consistently and appropriately recorded, updated and relevant reports are produced within performance timescales.
12. Contribute to standard setting and be accountable for the quality and quantity of work undertaken by planning and co-ordinating individual casework, taking into consideration the likely complexities and workloads to optimise the use of resources and maintain quality standards. Inform line manager of service improvements.
13. 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.
14. Contribute to service reviews, projects and other activities, providing information for the planning and development of high quality cost effective services that are responsive to the changing needs of the target population.
15. Seek advice and guidance on your own caseload, report to and receive supervision and appraisal from a designated HCPC registered professional.
16. 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

- NVQ level 3 or demonstrate relevant experience of working with vulnerable people/families/carers.
- Knowledge of legislation relevant to statutory and non-statutory organisations in the field of disability and of current issues affecting the provision of Community Care Services.
- Knowledge of a wide range of disabilities and assessment systems.
- Knowledge of the adaptation process, including the ability to prepare feasibility sketch plans, awareness of the building stages and approvals to achieve a completed adaptation.

- Knowledge of up-to-date techniques and equipment available to meet the needs of people with disabilities and carers.
- Knowledge of budgeting and financial processes.
- Has knowledge of psychological, physical, spiritual, social care in health, illness, trauma and disability.
- Specialist knowledge of manual handling techniques, equipment and adaptations to promote maximum potential safe independence to enable vulnerable and disabled people to live full lives in their environment and in the community.
- Demonstrate willingness to learn and evidence continuous professional development.
- Willingness to plan and implement trusted assessment officer level social and daily living awareness training, for student, professionals and staff development.
- Carry out all duties in accordance with all the council and directorate policies and procedures.
- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.
- Ability to work in partnership with professional's and volunteers across all roles, managing their performance and ensuring compliance with relevant policy.
- As a team member, contribute to service improvements and the delivery of the key objectives of the people directorate.
- Demonstrate excellent ICT skills

Core behaviours

1. Customer focus

- Demonstrates commitment to high quality public services
- Focuses on solutions
- Tries new better ways of working

2. Business-like

- Proactively takes on tasks that are needed
- Has high professional standards
- Contributes ideas for change and implements them

3. Teamwork

- Participates in cross team working
- Changes priorities, work pattern or focus when required to deliver the best service
- Actively shares skills and knowledge

4. Communications & resource management

- Is able comfortable and willing to engage with the public in a number of different formats
- Represents the Council in a positive light
- Objectively considers the costs of a decision or of not taking a decision