**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Sensory Social Care Assessor | **Grade**: S01-SO2 |
| **Section:** Front Door Service | **Department:** Adult Social Services and Public Health |
| **Responsible to following manager:**Sandra Powell - Assistant Service Manager | **Responsible for following staff:**None |
| **Post Number/s:** | **Last review date**May 2020 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The purpose of the role is to assess or review the needs of adults where screening suggests interventions are required to promote the wellbeing and independence of those at risk from harm or becoming dependent on others due to their sensory loss.

This may include working in partnership with adults and their carers to develop support plans to meet eligible, unmet needs and help them achieve the outcomes that matter to them in their life.

To work as a member of the Access Team, to identify, deliver and evaluate professional interventions to people with sensory loss to enhance their skills and confidence to maximise their independence.

To act as an advocate for people with sensory loss and the organisation to help promote accessible services; equality; social integration and understanding of the impact of dual sensory loss.

**Specific Duties and Responsibilities**

1. To assess the needs of adults in a timely way and determine if it is possible to reduce or delay need by providing a preventative service such as equipment, minor adaptations, Telecare or enablement.
2. To provide information and advice concerning Council services, health services, welfare benefits and access to local voluntary services, to complete referrals to other teams and for services such as Telecare and enablement, and to arrange provision of equipment and minor adaptations, including information and advice covering a range of topics relating to sensory loss including: care and support; prevention of needs; finances; health; and safeguarding.
3. To undertake Sensory assessments for adults and their carers and make determinations of eligibility, working with an independent advocate if required, to identify needs and aspirations to promote independent living.
4. To work with people with vision or hearing loss who have additional complex needs such as learning, physical and mental health disabilities in recognition of the cumulative effect of additional disabilities. To liaise with other specialist workers as necessary.
5. To be aware of the Council’s charging policy and procedures and to inform adults and their carers that they may be charged for services.
6. To signpost people to alternative services where appropriate, redirecting and providing contact information as required.
7. To maintain an up-to-date knowledge of local services, liaising with other Council Departments and Health and partner organisations.
8. To maintain accurate and timely case records, complete statutory reports and to share information appropriately.
9. To work together with Health colleagues and other partners such as voluntary services and private providers to ensure joined up support for adults and carers.
10. To manage and be accountable for, with supervision and managerial support, your own practice within your organisation, including maintaining professional development.
11. To prepare for, and participate in, regular technical and managerial supervision and annual performance from appropriately qualified supervisors.
12. To maintain a current working knowledge of the safe use of a wide range of specialist equipment.
13. To be aware of preventative services such as equipment, Telecare and enablement and of statutory services.
14. To identify situations where adults or children might be at risk and to refer them on, following the Safeguarding Policy and Procedure.
15. To identify situations where an urgent response is required, and take the necessary action.
16. To contribute to service improvements including undertaking customer satisfaction monitoring and benchmarking activities and to proactively try to resolve any customer concerns.

**Progression from Scale SO1 to SO2**

The Sensory Social Care assessor needs to be able to demonstrate, through supervision and their own portfolio of supporting evidence, that they have been able to respond to increasingly more complex work (including equipment provision and adaptations for physical disabilities) and are able to make clear informed decisions about the level of support required by service users, within the scope of the role.

The Sensory Social Care assessor must be able to demonstrate that they have worked with an increased level of autonomy to achieve agreed outcomes for service users, and through their portfolio of evidence provide examples to support their case, within the scope of the role.

The Sensory Social assessor must be able to demonstrate the ability to provide intervention and support planning consistent with a S02 grade autonomously when of moderate complexity and under guidance when more complex.

The Sensory Social Care assessor must be able to demonstrate highly developed interpersonal skills and an ability to effectively use digital systems and platforms for effectively recording case work and decision making.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continuous review and, as a result, the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

N/A

**Current team structure**

**Person Specification**

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| **Job Title:** Sensory Social Care Assessor | **Grade**: SO1-SO2 |
| **Section:** Front Door Service | **Department:** Adult Social Services and Public Health |
| **Responsible to following manager:**Sandra Powell – Assistant Service Manager | **Responsible for following staff:**N/A |
| **Post Number/s:** | **Last review date**May 2020 |

**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| 1. An understanding of good customer services.
 | A & I |
| 1. Knowledge of the roles and responsibilities of a Social Services Department.
 | A & I |
| 1. An understanding of safeguarding adults and children and within that, the responsibilities of Social Services and the role specifically.
 | A & I |
| 1. Understanding of the importance of supervision and training.
 | I |
| **Experience**  |
| 1. Experience of providing assessment of needs, planning, implementing, providing and evaluating services aimed at maximising and maintaining independence, safety, dignity and choice.
 | A & I |
| **Skills**  |
| 1. Ability to communicate clearly and concisely both verbally and in writing, using appropriate IT.
 | I/T |
| 1. Ability to learn and retain up-to-date knowledge of local services.
 | I |
| 1. Ability to collect information and complete a full assessment of need.
 | A & I |
| 1. Ability to actively encourage people towards the types of rehabilitation training, information and/or advice that may be particularly relevant to them.
 | A & I |
| 1. Ability to interact responsively with people who are distressed or angry.
 | I |
| 1. Ability to work collaboratively with others, promoting equality and respect for diversity.
 | A & I |
| **Qualifications**  |
| 1. N/a Some training in Sensory vision and hearing loss awareness desirable.
 | A & I |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)