

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Community Care Navigator

Reference: 006957

Salary: £18,560 - £20,456 Annually

Closing Date: 04/12/2016

Benefits & Grade

Grade K

Contract Details

Temporary for 12 months

Contract Hours

37 hours per week

Disclosure

The successful applicant will be subject to an Enhanced DBS check

Job Description

Darlington Borough Council are in the process of reviewing its workforce requirements to support it delivery the necessary requirements of the Care Act 2014. As part of this review an exciting opportunity has arisen for an individual who is committed to providing a high quality service to those individuals and or their carers who may contact the local authority first point of contact for information and advice.

As part of the role you will need to be able to work using your own initiative, gathering information, analysing and interpreting information to be able to determine the appropriate pathway for the individual and or their carer. You be able to demonstrate excellent communicate and interpersonal skills, have a good understanding of the Care Act 2014 as well as Adult Safeguarding Policies and Procedures.

In addition to this there is an expectation that you will work well with a range of organisations and partners, have a good understanding of resources within your local community and have the necessary skills to facilitate community development projects within your local area.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Jean Smith, Team Manager on 01325 406823.

An online application form and further information are available from www.darlington.gov.uk/jobs. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
COMMISSIONING AND ADULT SOCIAL CARE

JOB DESCRIPTION

<u>POST TITLE :</u>	Community Care Navigator
<u>GRADE :</u>	Grade K
<u>JOB EVALUATION NO.</u>	D3327
<u>REPORTING RELATIONSHIP</u>	Team Manager
<u>JOB PURPOSE :</u>	<p>To play an active role delivering high quality first contact responses to individuals and or their carers who may contact the local authority in relation to their care and support needs.</p> <p>To empower individuals and their carers to build upon their own skills and networks in order to promote independence and well-being, as well as preventing and delaying their need for social care by connecting them with others, their local community and universal services.</p> <p>To work actively within the local community to support developments to increase community capacity and support; offer information and advice, appropriate signposting and carry out proportionate assessments and support planning for individuals</p>
<u>POST NO.</u>	D13755

MAIN DUTIES/RESPONSIBILITIES

1. To respond to enquiries at first point of contact managing the unpredictable needs and queries that may present which could be complex and challenging.
2. To analyse, identify and make decisions on the most appropriate referral pathway and determine a suitable course of action.
3. To apply judgement to determine whether an individual has eligible needs which the local authority has a duty to meet and identify through support planning with the individual the most appropriate way to meet the needs.
4. To undertake proportionate assessments of need and undertake care and support planning with the individual clearly identifying their strengths and resources and what outcomes are needed to be achieved to promote their independence and well-being.
5. To support individuals within their local community to connect with others and services within the local area, building upon their own strengths and resources and promoting their well-being.

6. To work closely with individuals and local communities to reduce social isolation and loneliness by empowering them to develop their own solutions.
7. To develop a knowledge base of the local community and the wide range of resources and services that are available.
8. To ensure the development of good networks are established with other professionals/agencies and voluntary/community organisations.
9. To support the development of community led initiatives.
10. To work closely with other preventative services within the local area.
11. To have an understanding and knowledge of assistive technology and how this would promote and support an individual's independence and well-being.
12. To work on a rota, including an office base and a non-office base.
13. To ensure that all case records are maintained in order to satisfy professional standards and procedural requirements.
14. To contribute to the continuous development of the team by highlighting areas for development.
15. To work alongside colleagues within commissioning to identify gaps in the market to inform future commissioning strategies.
16. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
17. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
18. Carry out your role in line with the Council's Equality agenda.
19. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
20. Any other duties of a similar nature related to this post that may be required from time-to-time.

<p>THE SUCCESSFUL CANDIDATE WILL BE SUBJECT TO RELEVANT VETTING CHECKS, INCLUDING A SATISFACTORY ENHANCED DISCLOSURE BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT, THE EMPLOYEE WILL BE SUBJECT TO RE-CHECKING AS REQUIRED FROM TIME TO TIME BY THE AUTHORITY</p>
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Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: September 2016

DARLINGTON BOROUGH COUNCIL

COMMISSIONING AND ADULT SOCIAL CARE

COMMUNITY CARE NAVIGATOR

PERSON SPECIFICATION

POST NO – D13755

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Diploma in Information, Advice and guidance or willing to work towards.		D
	Experience & Knowledge		
2	Approximately 1 years' experience of undertaking assessment and review work.	E	
3	Experience of taking referral information within a social care setting	E	
4	Knowledge of the local area, with an awareness of community provision as well as services and resources provided by the statutory, voluntary and independent providers	E	
5	Knowledge of adult social care policy, legislation and underpinning principles.	E	
6	An awareness of the requirements for Adult Social Care relating to the Care Act 2014	E	
7	Knowledge and awareness of preventative strategies including assistive technology and how this can support independence and well-being as well as delaying the need for care and support.	E	
8	Knowledge/awareness of carer assessments and support requirements	E	
9	Knowledge of safeguarding policies and procedures and an ability to recognise potential signs of abuse.	E	
10	Experience of interpreting legislation, policy or procedures to give recommendations and advice	E	
11	Awareness of person centred approaches.		D
12	Experience of facilitating groups and community development work.		D

13	Knowledge of community development methodology		D
Skills			
14	Ability to form effective working relationships with individuals and their carers.	E	
15	Effective interpersonal skills, to be able to listen, empathise and understand verbal and non-verbal cues.	E	
16	Ability to gather, collate and analyse information to form an assessment and appropriate plan of action.	E	
17	Ability to network and build relationships with a wide range of partners and stakeholders within the community.	E	
18	Ability to communicate both orally and in writing to a wide range of audiences.	E	
19	IT literate, capable of using MS Word/Excel and office packages.	E	
20	Ability to maintain accurate records	E	
21	Ability to assimilate information quickly and respond promptly	E	
22	Ability to use initiative and make decisions both individually and as part of a team	E	
23	Ability to maintain a professional manner when dealing with people who may be distressed or anxious.	E	
Personal Attributes			
24	Flexible approach to a fast changing environment	E	
25	Pro-active, solution focussed approach to problem solving	E	
26	Creative and innovative approach to overcoming obstacles	E	
27	Interest in working with adults and their carers to promote independence and well-being.	E	
Special Requirements			
28	The ability to access reliable transport to carry out the travel requirements of the post	E	

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.