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|  | **POST TITLE:** | Reviewing Officer |
| 1. **2.** | **POST NUMBER:** | Various – generic JD |
| 1. **3.** | **GRADE:** | Grade 5 - 6 (with progression criteria)  Job Evaluation Ref No:  N7902 Pre-Progression  N7908 Post-Progression |
|  | **LOCATION:** | One of the Locality Teams. |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Team Manager and will work within a team of

Social Care staff in a particular locality. You will have access to expertise of a wide range of other personnel in the Service

Working within a team of Social Care staff, the Social Work Assistant provides a key role in assisting with the process of achieving the best possible outcome for users and their families.

In order to progress to Grade 6, the postholder will need to apply for progression and demonstrate competence in the key areas of assessment, care planning and reviewing, within the guidelines & policies laid down by the Service area. At this level the postholder will be expected to work on their own initiative for much of the time, on appropriate cases.

1. **DESCRIPTION OF ROLE:**

To assist the appropriate manager to provide an efficient and effective social care service to users and carers.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

**Supporting practitioners**

* + To assist practitioners with the review of care plans and ensuring services are delivered to agreed specifications.

**Managing own Caseload**

* To undertake appropriate assessment of individual needs and in some circumstances to provide services to meet these needs, (including providing some items of equipment).
* To develop and implement care plans as appropriate.
* To undertake reviews and alert qualified practitioners and/or the appropriate manager to cases where needs have become substantially more severe and there is a potential difficulty meeting care plan objectives.
* To inform the appropriate manager of more complex cases in order that the case can be potentially re-allocated.

**General**

* To organise & support the process of hospital transfers of care as appropriate.
* To understand and implement current and future legislation that applies to the post.
* To organise & support the provision of respite care packages as appropriate
* On a rota basis to provide a point of contact service for the team.
* To act as advocate or make representations on behalf of users of service.
* To give information and advice to colleagues, service users and other agency staff as appropriate.
* To encourage the participation of users and carers in the review process and ensure that their views are taken fully into account.
* To keep records to a standard set by the Service, including the use of computerised systems in accordance with good practice guidelines.
* To carry out all legal or departmental responsibilities in relation to statutory measures or instruments as well as adhering to published departmental standards.
* To participate in training and developmental opportunities which are made available, developing own expertise and cascading this amongst other colleagues
* To develop close liaison with other agencies in order to fulfil the objectives of the post.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification Reviewing Officer**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | 5 GCSEs (A-C grades) or equivalent relevant qualification |  | Application form  Selection Process  Pre-employment checks |
| **Experience** | Working with people | Experience in Health or Social Care | Application form  Selection Process  Pre-employment checks |
| **Skills/knowledge** | Ability to form relationships with users and their families/carers which value their contribution;  Effective verbal and written communication skills;  Ability to work with other agencies – commissioners and providers;  Ability to monitor agreed plans of care management;  Ability to assimilate information quickly and respond promptly;  Literate and numerate.  Of services and resources provided by statutory, voluntary and independent sector providers. | Knowledge of local resources. | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | Ability to work flexibly;  Ability to work as a member of a team;  Able to accept delegated responsibility;  Commitment to equal opportunities; Non-judgemental attitude to people;  Enthusiastic and friendly;  Access to a car or access to a means of mobility support to meet demands for domiciliary visits (if driving must have a current valid driving licence and appropriate insurance). |  | Application form  Selection Process  Pre-employment checks  Driving Licence / Valid Insurance where applicable |