

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults and Health		Service Area: First Contact	
JOB TITLE: Social Care Officer			
GRADE: I			
REPORTING TO: Senior Practitioner			
1.	JOB SUMMARY: To support the social work and care management process within the Team. To triage a wide range of referrals and queries relating to adult social care, making decisions on appropriate route of access to services. Gathering information in relation to adult safeguarding concerns in order to effectively triage with guidance and support as required. Providing advice and information in relation to adult social care to members of the public. To support First Contact Officers in triaging of referrals and making decisions in relation to appropriate route of access to services. To undertake assessments, reviews and reassessments of service packages in accordance with Departmental Policies and Procedures. To undertake tasks on behalf of professionally qualified staff in more complex cases, under their direction, with the qualified worker retaining care management responsibility for the case. To support the social worker in their role.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To triage a wide range of referrals and queries relating to adult social care, making decisions on appropriate route of access to services.	
	2	Gathering information in relation to adult safeguarding concerns in order to effectively triage with guidance and support as required.	
	3	Providing advice and information in relation to adult social care to members of the public.	
	4	To support First Contact Officers in triaging of referrals and making decisions in relation to appropriate route of access to services.	
	5	To undertake assessments of need for clients and their carers as appropriate and arrange for the provision of services.	
	6.	To communicate effectively and provide advice and information to clients.	
	7.	Support the Care Management Process on behalf of Social Workers and other team members as agreed with the senior social worker or Team Manager	

	8.	To ensure that all assessments, reviews and reassessments are completed in accordance with the Department's policies and procedures.
	9	To seek views of clients, carers and appropriate Service Providers to ensure that all aspects of the client's service package is reviewed.
	10	To review the appropriateness of each client's Support Plan and make adjustments as necessary.
	11	To ensure that all information gained is recorded and distributed appropriately, in line with confidentiality requirements.
	12	To ensure that all review/reassessment outcomes/activity is recorded appropriately on Care Director.
	13	To ensure that appropriate records are maintained in accordance with departmental policy.
	14	To ensure that any identified changes in the clients financial circumstances are passed to the Client Financial Services Team.
	15	To ensure that issues relating to poor quality services and care of the client are passed to the relevant officers within the Department.
	16	To participate in any duty rota's as required e.g. office duty, AMHP back-up duty.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated January 2021



PERSON SPECIFICATION

Job Title/Grade	Social Care Officer / Grade I	
Directorate / Service Area	Adults and Health / Early Intervention & Prevention	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> NQF Level 4 in a related subject area or the equivalent level of Knowledge gained from demonstrable directly relevant works experience. 	<ul style="list-style-type: none"> NVQ in Health and Social Care 	Application form
Experience	<ul style="list-style-type: none"> Working directly with people. Experience of completing assessments, implementing packages of care and reviewing service packages. 	<ul style="list-style-type: none"> Experience of working with people in the service area appointed to Experience of making decision about care and support 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Knowledge of social care systems Knowledge of relevant legislation Good communication skills (including via telephone and email) Organisational skills. IT skills. 	<ul style="list-style-type: none"> Knowledge of Care Act, Mental Capacity Act and making Safeguarding Personal. Use of Care Director system. Awareness of a range of universal/voluntary services 	

	<ul style="list-style-type: none">• Administrative systems.• Client database.		
Specific behaviours relevant to the post	<ul style="list-style-type: none">• Demonstrate the Council's Behaviours which underpin the Culture Statement.• Ability to work on own initiative• Ability to work to deadlines• Team worker.• Reliable.• Motivated.		Application / Interview
Other requirements	<ul style="list-style-type: none">• Ability to travel independently• Ability to be flexible in the daily work including working evening and weekends where necessary• Enhanced DBS clearance will be required		

Person Specification dated January 2018