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New

## Job Description

<b>Directorate</b>	Health, Education, Care and Safeguarding
<b>Section/Location</b>	Adult Social Care
<b>Post Title</b>	Community Wellbeing Officer
<b>Permanent/Temp</b>	Permanent
<b>Grade</b>	Grade 7
<b>Responsible to</b>	Team Manager/Lead Practitioner
<b>Job Purpose</b>	
<p>To provide an effective care and support service that promotes the wellbeing of adults in North Tyneside.</p> <p>To help people to help themselves in order to prevent and delay the social care needs of individuals by connecting them with others, with the community or universal services.</p> <p>To work under the direction of the Team Manager and Lead Practitioner to provide an effective Adult Social Care service for the delivery of high quality and proportionate assessment, person-centred care and support planning and review of customers and their carers. This will be in the context of assessed need, relevant legislation, government policy, National Eligibility Criteria, risk and Council policies and procedures.</p> <p>To work at the direction of the Team Manager and Lead Practitioner in the delivery and development of the adult social care teams in relation to:</p> <ul style="list-style-type: none"> <li>▪ Performance targets and objectives</li> <li>▪ Workforce development Legislative and statutory requirements</li> <li>▪ Organisational improvement</li> </ul>	
<b>Job Content</b>	
<ul style="list-style-type: none"> <li>▪ To work at the direction of the Team Manager/Lead Practitioner in the effective and efficient operation of the team. This is specifically in relation to: <ul style="list-style-type: none"> <li>○ To undertake proportionate assessment of need and produce care and support plans in line with the Care Act and Statutory duties</li> <li>○ Ensure consistency of application of National Eligibility Criteria in line with Council policy</li> <li>○ The promotion of a strengths and assets based approach to assessment and care and support planning</li> <li>○ To have a role in prevention and assisting people to access universal wellbeing services i.e. self service, IT, Reablement/enablement, suitable housing options, assistive technology and utilising community assets</li> <li>○ To offer advice, information, signposting and assisted signposting</li> <li>○ To build relationships with individuals and groups</li> <li>○ To develop a knowledge of community resources and networks and to work in an imaginative and creative way to a common aim</li> </ul> </li> </ul>	

- To connect people with each other; with the community and with appropriate services
  - To ensure good networks are established with other professionals and voluntary/community organisations
  - Support the use and promotion of Direct Payments
  - Ensuring performance objectives and targets are implemented within their role, and work within systems to monitor performance
  - Ensure budgets, financial thresholds are value for money and adhered to
  - Work within health and safety arrangements, and take appropriate responsibility for their own Health and Safety and that of others
  - The promotion, development and use of Safeguarding within the team including attending strategy meetings and supporting investigations
  - To work within the context of Children's Safeguarding and the Whole Family Approach, where appropriate
  - Provide appropriate advice in relation to complaints from customers
- To have a caseload appropriate to their knowledge, skill and service area
  - To undertake duty functions and respond to urgent referrals as required, as per the functions of the team in which the post holder is based
  - Undertaking accredited and in house development and training as appropriate and as required by the Authority
  - Where appropriate to the workers skills and experience, provide a mentor role to newly appointed social care staff
  - To be involved in the design and delivery of in house training, as appropriate to the post holder's skills and areas of expertise
  - Attend and contribute to meetings, including team meetings, professionals meetings and case conferences, and where appropriate to the workers ability and the situation, to chair such meetings
  - To comply with the Team Manager in the completion of audits of case recording (electronic and file) in accordance with the quality assurance process
  - Take responsibility for continuing personal and professional development
  - Participate in appropriate training and development activities
  - To work in an effective partnership with agencies linked to service area
  - Ensure that appropriate agency policies and procedures are adhered to
  - To assist in areas of service development and improvement in the team and service area
  - To identify and advise the Team Manager of all issues affecting service delivery
  - Actively promote a positive view of the Council and Adult Social Care service both within the team and externally
  - Any other duties commensurate with the grading of this post

#### Performance standards

##### Facilitates change

- Demonstrates commitment to change
- Communicates the benefits of change to team members
- Controls the change process to minimise detrimental impact and produce planned outcomes / benefits

##### Communicates and Influences

- Considers the audience to effectively communicate both good and bad news successfully
- Listens actively and asks questions
- Clearly expresses points of view
- Regularly meets with team members

##### Demonstrates effective decision making

- Uses effective decision making strategies which show evidence of analysis of risk and planning

for contingencies

- Makes decisions and clear recommendations based on analysis of research and evidence

Plans and organises work

- Plans and prioritises workload
- Monitors and plans workload

Customer focused

- Develops services which are person centred
- Respects customers needs

Resolves problems/conflicts

- Effectively analyses problems
- Tackles problems directly
- Reviews outcomes to inform future learning

Values diversity

- Demonstrates commitment to fair treatment and equality
- Recognises and respects cultural differences
- Designs services to meet diverse needs

Uses ICT effectively

- Uses a broad range of ICT options to improve service efficiency and communicate professionally to a range of audiences
- Applies knowledge management techniques

Working conditions

- 37 hours
- Flexible working scheme
- To be prepared to work flexibly across functions and locations to meet the need of the service
- Ability to work across 7 days a week, including evenings and weekends



## Person Specification - Grade 7 Community Wellbeing Officer

Person Specification			
Responsible To		Team Manager/Lead Practitioner	
Responsible For		N/A	
Factor	Essential	Desirable	Assessment means
Skills, Knowledge and experience	<ul style="list-style-type: none"> <li>▪ Evidence of intervention and interpersonal skills in working with vulnerable adults</li> <li>▪ Experience (paid/voluntary/student) of working with vulnerable adults in a social care setting</li> <li>• Ability to use a strengths and assets based model with individuals, groups and communities</li> <li>• Ability to carry out proportionate assessments, analyse information, develop person-centred plans</li> <li>▪ Sound understanding of Health and Social Care Legislation, current Policies and Guidelines and their underpinning principles.</li> <li>▪ Ability to work effectively with other agencies and professionals.</li> <li>▪ Excellent IT skills and the ability to successfully adapt to emerging IT systems</li> <li>▪ Excellent written and verbal communication skills</li> <li>▪ Good Literacy and Numeracy</li> <li>▪ Time management / organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Multi-disciplinary working across a range of client groups</li> </ul>	Application Form. Interview. References

	<ul style="list-style-type: none"> <li>▪ Self management skills</li> <li>▪ Negotiation and observation skills</li> <li>▪ Understanding of the cultural needs of different service user groups.</li> <li>▪ Customer care knowledge and skills</li> </ul>		
Qualifications and Training	<ul style="list-style-type: none"> <li>▪ Evidence of a commitment to personal development and training</li> <li>▪ Diploma in Health and Social Care/NVQ (minimum Level 3), or be willing to work towards this qualification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Diploma in Health and Social Care/NVQ Level 4</li> </ul>	Certificates Application Form
Special Requirements	<ul style="list-style-type: none"> <li>▪ Experience of working with vulnerable people</li> <li>▪ Evidence of practical knowledge of the relevant client group(s)</li> <li>▪ Experience of successfully negotiating difficult situations</li> <li>▪ Experience of managing deadlines and competing priorities</li> <li>▪ Working with people in face to face situations, via the telephone and in meetings</li> <li>▪ The ability to work to a high standard even during periods of uncertainty.</li> <li>▪ The ability to work within a political context</li> <li>▪ Must be able to meet the travelling requirements of the post</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working within a statutory Social Care setting</li> <li>▪ Operational experience of Duty, Assessment, Support Planning and Review</li> <li>▪ Access to a full driving licence and vehicle</li> </ul>	Interview Reference