Stockton-on-Tees BOROUGH COUNCIL	**JOB DESCRIPTION**
Directorate: **Adults Health and Wellbeing**	**Service Area:** **Adult Social Care**

JOB TITLE: Social Care Officer

GRADE: I

REPORTING TO: Team Manager

1. JOB SUMMARY:

To deliver a flexible, high-quality social care function across Adult Social Care services, supporting access, triage, strengths-based assessment, support planning, review and coordination of care.

The post holder will primarily operate within an allocated service area, while maintaining flexibility to support other areas to meet service demand. Working with individuals whose needs can be met through non-complex, strengths-based interventions, the role focuses on promoting independence, preventing unnecessary escalation to statutory services, and ensuring timely progression through care pathways.

The role provides advice, information and signposting, undertakes strengths-based assessments and reviews, coordinates care and support arrangements, including hospital discharge activity, and contributes to the wider care management process. The post holder works alongside qualified practitioners, escalating matters where complexity, risk or statutory intervention requires professional oversight.

2. MAIN RESPONSIBILITIES AND REQUIREMENTS

Access, triage and prevention

	1.	Respond to referrals, enquiries and contacts into Adult Social Care, undertaking proportionate triage and strengths-based conversations to identify needs, strengths, support networks, community assets and appropriate pathways.
	2.	Gather, analyse and accurately record relevant information, identifying risks or safeguarding concerns and escalating where required.
	3.	Apply professional judgement within defined thresholds to determine proportionate responses, promoting prevention, early intervention and avoiding unnecessary escalation where it is safe to do so.
	4.	Provide accessible advice, information, guidance and signposting to individuals, carers and professionals, supporting informed decision-making and access to community, voluntary and universal services.

	5.	Promote independence through the use of Technology Enabled Care (TEC), activity monitoring, digital and self-service options, and the provision of low-level equipment where appropriate to support safety, wellbeing and independence.
	6.	Clearly communicate available options, expectations, next steps and timescales to individuals, families and professionals
	Assessment, Review and Care Planning	
	7.	Undertake proportionate strengths-based assessments, reviews and reassessments for individuals with low to moderate levels of need in accordance with relevant policies, procedures and guidance.
	8.	Contribute to the development and review of outcome-focused care and support plans, ensuring support arrangements remain appropriate, effective and responsive to changing needs.
	9.	Seek and incorporate the views of individuals, carers, providers and partner agencies when assessing, planning or reviewing support
	10.	Recognise when needs, risks or circumstances become more complex and escalate to qualified Social Workers where statutory intervention or professional oversight is required.
		Care Co-ordination and Partnership Working
	11.	Coordinate care and support arrangements, including sourcing services, supporting hospital discharge and facilitating timely, safe transitions between services.
	12.	Work collaboratively with health colleagues, providers, partner organisations and internal teams to deliver coordinated, person-centred support and promote independence.
	13.	Contribute to a system-wide approach that maximises independence and reduces reliance on long-term statutory services..
		Professional Practice and Case Management
	14.	Undertake delegated tasks on behalf of qualified Social Workers, working within defined accountability and recognising when guidance or escalation is required..
	15.	Maintain accurate, timely and proportionate records, using case management and digital systems effectively to support service delivery, informed decision-making and compliance with procedures
	16.	Maintain a coaching and enabling approach that supports individuals to make decisions and manage their needs wherever possible.
		Safeguarding, Quality and Service Delivery
	17.	Identify and respond appropriately to safeguarding concerns, risks, quality issues or service concerns, taking immediate action and escalating in line with procedures
	18.	Work flexibly across Adult Social Care functions, participating in duty, rota or extended-hours arrangements as required, delivering high standards of customer service and contributing to continuous improvement, learning and professional development.

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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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 June 2026

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Social Care Officer**	**Grade I**
Directorate / Service Area	**Adults/Health**	**Adult Social Care**
Post Ref:		

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualifications	Level 3/4 qualification in Health and Social Care (or equivalent), or demonstrable experience at an equivalent level	Training or qualification in strengths-based practice, motivational interviewing or solution-focused approaches Training in adult safeguarding Awareness or training in the Care Act and/or Mental Capacity Act Training in PACE (Provision of Aids and Community Equipment) or willingness to undertake training, supporting the identification, ordering and provision of low-level equipment and assistive solutions.	Application form

Experience	Experience of working directly with adults, carers or service users Experience of contributing to or undertaking assessments, reviews and reassessments Experience of implementing, coordinating and reviewing packages of care Experience of recognising risk and escalating concerns appropriately	Experience of working within a care management or adult social care system Experience of coordinating services across health, social care and community settings Experience of supporting hospital discharge, prevention or early intervention pathways	Application / Interview
Knowledge & Skills	Knowledge of adult social care processes and systems, including access, triage and care management pathways Knowledge of relevant legislation and policy frameworks (e.g. safeguarding, wellbeing, eligibility) Understanding of risk identification and escalation, including safeguarding principles Ability to undertake strengths-based conversations and gather, analyse and record information effectively Good verbal and written communication skills, including explaining options clearly to individuals and families	Knowledge of the Care Act, Mental Capacity Act and Making Safeguarding Personal Knowledge of personalisation, community resources and preventative services Experience of using Liquidlogic or similar systems Understanding of Technology Enabled Care (TEC) and its role in promoting independence	

	Organisational skills and ability to manage workload and priorities IT skills, including use of case management systems and digital tools Ability to support individuals to access digital and self-service options		
Specific behaviours relevant to the post	Demonstrates council values and professional behaviours Person-centred, outcome-focused approach to supporting individuals Flexible and adaptable to meet service and organisational needs Ability to work independently and as part of a team Reliable, accountable and able to take ownership of work Motivated and committed to continuous learning and development Strong customer focus, delivering high-quality service Honest, trustworthy and able to maintain professional boundaries	Demonstrates a proactive, solution-focused mindset Embraces innovation, new ways of working and digital approaches Ability to support and influence others to promote independence	Application / Interview

Other requirements	Ability to travel across the borough to meet service needs Enhanced DBS clearance Flexibility to work contracted hours over a 7-day period (7am–7pm)	Full driving licence and access to a vehicle Willingness to work flexibly across service areas in response to demand	

Person Specification dated June 2026

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE: **Adults Health and Wellbeing**	**SERVCE AREA:** **Adult Social Care**
JOB TITLE: Social Care Officer	
GRADE: I	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Team Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health

Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s2 A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.

Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a **confined space** where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work **at a height**.		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks

Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to **drive a Council vehicle** or **regularly transport** service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food *Food Handlers Questionnaire to be completed and sent to Occupational Health*		x
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) ***DSE Training and assessment should be completed on commencement – arranged by manager***	x	
Any Other: Please identify any other known risks associated with this job role.		x

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Date:

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk