

JOB SUMMARY

Post Title	Social Care Officer						
Job Family	Service Delivery	Pay Range	8	Line Manager to others?	No	Role profile ref	SDO8
Service Area	Adult Social Care						
Line Manager	Group Managers						
Location	Island wide						

Job Purpose
 To support adults in need of care and support to live independent and fulfilling lives in the community. These people have a range of complex and challenging needs. To promote independence, enabling and enhancing life skills and facilitating access to Health and Social Care as appropriate.

- Job Context**
- Manage a varied and complex caseload in line with legislative requirements, for example, The Care Act, Mental Capacity Act, Human Rights Act and the Data Protection Act.
 - To undertake the full range of tasks associated with Assessment, Independence Planning and service reviews. The needs assessment should be holistic, person centred and include risk assessments and considerations of mental capacity.
 - To develop and implement outcome focussed Independence Plans including Risk Management Plans. To contribute to Section 42 Adult Abuse Investigations ensuring that any suspected abuse of vulnerable adults is reported in accordance with the SHIP Multi Agency Safeguarding Adults Policy and Procedure.
 - To monitor and review Independence Plans involving all relevant people and to implement changes if required. Where necessary undertake comprehensive re-calculations and ensure that all care packages are sourced through our Single Point of Commissioning Team. Offer information on a range of services being offered on the Island, including those offered by the Third Sector, Local Communities and other commissioned services.
 - To undertake Crisis Intervention work, which includes short notice same day visits with a requirement for rapid response and decision making in order to protect/safeguard the individual or carer.
 - To submit Assessments and Independence Plans for Management/Budget approval and this can include preparing submissions for the funding panel and presenting cases if required. The aim is to ensure the appropriate and effective use of resources.
 - To identify and refer individuals who may require an assessment to determine eligibility for Continuing Health Care.
 - To participate in supervision and to maintain a responsibility for continuous professional development.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Relevant practical experience of working with and understanding relevant legislation statutory frameworks/requirements and good practice guidance.	Knowledge and understanding of The Care Act, Mental Capacity Act, Data Protection Act, evidence of ability to work to practice guidance/procedure.		Y
Proven ability to interpret instructions.	Knowledge and experience of Assessment and Independence Planning.	Y	
Analyse behaviours and deliver interventions to achieve outcome.	Emotionally intelligent with an understanding of the power and influence balance within interactions with people.	Y	
Sensitivity and empathy to build trusting and supportive relationships.	Experience of creating a rapport and building effective professional relationships with vulnerable adults, families and carers.	Y	
Practical knowledge of a range of procedures and specialist equipment to support client/businesses.	Knowledge of promoting the independence of service users. Experience of working with vulnerable people in the community.	Y	
Working knowledge at IWC professional groups and external agencies relevant to	Knowledge at the job and its context. Knowledge and experience of using and		Y

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this role.	working with other agencies/professionals.		
Proven ability to build and maintain constructive working relationships with a range of people.	Experience of working with vulnerable people in the community. Previous experience of working in a care setting	Y	
Proven ability to present complex information.	Knowledge and experience of report writing and of ability to present information in a format that is easily understood.	Y	
Proven ability to prioritise own workload and to achieve deadlines.	Knowledge/experience of managing own work with access to guidance and support. Ability to complete tasks within prescribed timescales.	Y	
Proven ability to communicate one to one and in small groups.	Effective communication skills. To have experience of working with vulnerable adults and their carers/families.	Y	
Proven ability to manage challenging behaviour.	Experience of working with vulnerable adults. Experienced knowledge of how to work with and manage challenging behaviour.		Y
ICT skills including use of Microsoft applications.	Must have experience of using IT based recording systems and of word processing packages.	Y	
Literate, numerate, ability to maintain required records.	Must have good literacy/numeracy skills in order to effectively complete case recording, assessments, independence plans and reviews. To record in line with the Department's recording policies, Care Act Framework and the Data Protection Act, and within the requirements of the Department's IT system – PARIS.	Y	
Proven ability to communicate one to one and in small groups.	Experience of working with a range of people in professional settings.		Y
Proven ability to manage challenging behaviour in clients/business owners.	Understanding of human behaviour and using resilience tools to remain professional.	Y	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		Y	
GCSE level qualifications or equivalent.		Y	
Relevant vocational / professional qualification.	NVQ level 3 in care or equivalent	Y	
Full Driving Licence	The role involves travel all over the Island. Being able to drive and access to own vehicle is essential.	Y	
Other Requirements			
Ability to establish and maintain effective communication and working relationships with colleagues and partner agencies.			
Must present a positive image of the Isle of Wight Council.			
Must be flexible and able to work in more than one location.			
Must be able to understand and observe the Council's Equal Opportunities Policy.			