

# Job Description and Person Specification

Assessor- Adult Social Care

A Lambeth to be proud of



**Job Title: Assessor (Adult Social Care)**

**Department: Adult Social Care**

**Grade: SO1**

**Reports to: Practitioner Manager**

### **Job Purpose**

To undertake assessments, support planning, identification of resources and reviews to assist in maintaining the independence of adult social care service users.

To complete appropriate assessment forms, create and maintain records, reports, and letters.

To identify if there is a need requiring referral to Adult Social Care or Health staff for a specialist assessment and refer as necessary.

To co-ordinate and review ongoing packages of support and to provide care co-ordination role for service users as appropriate.

### **Responsibilities**

1. To screen, gather information and assess adults with social care needs and / or their carers, in accordance with Adult Social Care criteria and taking into account an individual's communication and cultural needs.
2. To undertake visits to service users' homes in order to carry out detailed and / or sensitive assessments, follow-ups, assist with support planning and undertake reviews.
3. To identify and investigate appropriate resources relating to the service user's needs. To inform and negotiate the options with them.
4. To assess for, design, arrange delivery / installation and review equipment / adaptations and non-complex assistive technology in line with Trusted Assessor guidelines, taking account of individual circumstances and being sensitive to client context.
5. To fit, adjust and demonstrate safe use of equipment and assistive technology in the service user's home where appropriate.
6. To maintain financial awareness in relation to the delivery of equipment, minor adaptations and assistive technology with a view to value for money being delivered and to authorise expenditure up to the agreed limit.
7. Recommend non-complex adaptations for management approval and liaise with the Home Improvement Agency and Housing Associations.

8. Applying detailed knowledge of available basic, standard equipment (e.g., rails) decide on the best option. For the provision of specialist equipment, minor adaptations and assistive technology: in consultation with management deciding between issuing prescriptions, equipment delivery service, contractors, referral to an external agency or signpost to local retailers.
9. To ensure that management authorisation is obtained for specialist equipment orders that are not part of the standard stock list, adaptations and / or packages of care, exceeding the financial limit assigned to the post holder.
10. To undertake, where necessary joint assessments with other Adult Social Care and Health care professionals, and to participate in case conferences and meetings as required.
11. To undertake carer assessments and implement recommendations for carers as necessary.
12. To devise packages of care, within established financial limits, and provide ongoing coordination and care planning.
13. To co-ordinate multi-disciplinary social care reviews to achieve positive outcomes for service users and appropriately manage risk in partnership with relevant professionals.
14. To work closely with providers and community services through regular reviews to monitor quality, effectiveness and ensure best value. To be responsible for monitoring through the review process the delivery of the service to users and highlighting any quality assurance and care standards issues and ensuring person centred outcomes are achieved for service users.
15. To provide reports and written information to inform case related meetings as necessary.
16. To ensure all financial assessments are requested as appropriate and to forward all relevant documentation as necessary. To advise service users on the availability of benefit advice and other local services that could assist on funding, grants etc. and to give information about any likely cost of services.
17. Understand and implement safeguarding adults issues with particular reference to the identification of safeguarding alerts / concerns and taking the appropriate action such as raising alerts, whilst working in line with any relevant policy, procedure and guidance.
18. To recognise safeguarding concerns relating to children and take the appropriate action such as raising alerts and contributing to the response, whilst working in line with any relevant policy, procedure and guidance.
19. To work in accordance with the Mental Capacity Act 2005 and undertake simple capacity assessments.
20. To act on telephone queries from the general public, service users, carers, health care professionals, housing officers etc.

21. To seek to resolve informal complaints from service users, escalating where there are persistent complaints about a provider and contributing to the resolution of formal complaints.
22. To provide support and information for service users, family members and carers and to assist in identifying local services to meet service users' needs. To achieve this through effective communication with the service user, their family and carers, GPs and other health professionals, voluntary organisations and other statutory bodies, as appropriate.
23. To develop a broad understanding and knowledge of the range of communication needs of all service user groups and be aware of the legislation requirements regarding the provision of information in suitable alternative formats.
24. To assist with access to appropriate grants from charitable bodies for funding for individual service users and/or their carers.
25. Be an active participant in regular supervision, appraisal, team meetings and relevant training and development as required by line management.
26. To assist management in supporting other staff e.g., giving advice, skill sharing, going out on joint visits and involvement in training and induction of new staff.
27. To contribute to the development of policies, practices and guidelines within the service.
28. To undertake accurate and timely recording of information on the client database.
29. To plan and manage workload and use time management skills in order to organise the high volume of work.
30. To use available technology, media and staff expertise to research potential solutions that could meet service user needs.
31. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
32. To carry out the duties and responsibilities of the post with full regard to the Council's Equal Opportunities Policy and any other council policies and good practice and guidelines.
33. To undertake other duties (within the post's scope of responsibilities) which might be reasonably requested from time to time.
34. Urgent/emergency visits: where this occurs outside of normal working hours, national terms and conditions will apply. [Note: the wording of this clause is to be further considered but it is not intended to vary from current arrangements.]

March 2014

## PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (ü) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>			
<b>Key Knowledge</b>	K1	Good understanding of adult community care activity in relation to statutory, voluntary or private social care sector.	✓ A
	K2	Knowledge of causes and effects of common disabling medical conditions.	
<b>Relevant Experience</b>	E1	Considerable experience of working within a social care setting where you are/were working with people with disabilities or older people.	✓ A
	E2	Considerable experience of working with vulnerable adults in the community with experience of assessing need via assessment or review or using assessment skills to meet current need.	✓ A
	E3	Able to manage a workload to agreed targets and able to use initiative and work without direct supervision.	
<b>Qualification</b>	Q1	Education to Social Work degree level or equivalent	✓ A
	Q2	QCF Diploma in Health and Social Care (Adults) Level 3 or NVQ Level 3 in Promoting Independence or Health and Social Care or a willingness and ability to obtain the qualification.	✓ A
	Q3	Ability to complete Trusted Assessor training course to required standard.	✓ A
	Q4	Commitment to continuing professional development	

<p><b>Core Values and Behaviours</b></p>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and</li> </ul>	

		<p>delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	