

Role Profile

Post:	Assessment & Enablement Officer (Community Network)
Grade & Salary:	SCP 29 . 32
Reports to:	Team Manager
Responsible for:	None
Service Area	Adult Social Services
Team	Adult Social Services

Role Variants:

Individuals recruited into the Assessment and Enablement Officer (Community Network) role will be primarily focussed on assessing and supporting service users needs in line with the practices of the Community Network core purpose and objectives.

Subject to appropriate training and support, Assessment and Enablement Officers would be expected to act as a trusted assessor for types of support other than that with which they are primarily aligned. In line with an individual's preferences and service requirements, individuals will have the opportunity of moving between variants of this role as part of their career development.

Purpose of Job:

1. Operating within a multidisciplinary environment to improve choice and quality of life for adults who need support. Through the use of timely interventions that maximize long-term independence and minimize ongoing support deliver one or more of the seven social care outcomes:
 - improved health and emotional wellbeing,
 - improved quality of life,
 - making a positive contribution,
 - exercising choice and control,
 - maintaining personal dignity,
 - economic wellbeing and freedom and
 - freedom from discrimination.

2. Within the context of an enablement approach¹ and operating within an integrated service, to provide individualised, outcomes-led personalised support, based on structured individual assessments that inform the setting up and commissioning of appropriate enabling packages of support.
3. Conduct timely, regular and frequent reviews of people's Community Network support plans through structured reassessments, and put in place any necessary revisions to ensure that the plans remain, relevant, proportionate, appropriate and cost effective in delivering the required outcomes, in the context of changing circumstances.

Key Accountabilities

1. From the initial point of contact, to actively engage with people wishing to access services, conduct individual assessments or facilitate self assessments using the appropriate assessment tools and techniques in order to establish clear, relevant, proportionate and appropriate options
2. Based on individual structured assessments and in line with the enablement approach, plan and set up appropriate personalised and outcome-led packages of support that maximise long-term independence and choice and minimise ongoing support and whole life cost of care for that person. As described above, the primary focus of the Assessment and Enablement Officers will depend upon the specific role and team which the individual has been appointed to. For the Community Network this would include the delivery and performance outcome measures of pre-enablement and enablement interventions within groups or individual settings.
3. Act as trusted assessors for defined areas of the support plan subject to appropriate training and competency, enabling the council to provide service users with holistic support while minimising case handovers.
4. Monitor and carry out timely, regular and frequent reviews of people's Community Network support plans in compliance with service targets.
5. Conduct appropriate risk assessments in line with eligibility criteria.
6. Liaise with and maintain effective working relationships with other local services, specialist teams, the PCT, Hospital Trusts and the 3rd sector relevant to the needs of the service users in order to deliver a holistic a seamless service to the client.

¹ 'enablement approach', refers to our aim to focus, wherever possible, on providing people with support that increases their skills and independence, as opposed to simply maintaining their condition.

7. Identify more complex or high risk cases for referral on to the appropriate team or individual (responsibility for work allocation lies with team management). Where appropriate seek support on aspects of a case requiring professional or specialist input from one of the professional/specialist workers such as a Social Worker, Occupational Therapist or care co-ordinator.
8. Value and encourage the contribution of service users and their advocates, relatives, carers and support workers where appropriate, to ensure that they are engaged in the assessment, support and review process. Promote self assessment.
9. Support and promote personalised budgets and understand the principle of direct payments to ensure that clients are supported in exercising choice based on assessed risk and expected outcomes. Especially focused on individual social inclusion planning.
10. Work with the brokers if appropriate to procure support plans.
11. Take responsibility for the administrative tasks associated with dealing with cases in accordance with service procedures, standards and targets. This would include updated knowledge of SWIFT and Wisdom data packages.
12. Maintain up to date, accurate and timely records of communication, decisions, actions and outcomes relating to cases in line with the processes, standards and systems of the Council using electrical data inputting onto Wisdom.
13. Take responsibility for promoting and safeguarding the welfare of people who come into contact with the Community Network service, in full compliance with Barnet procedures
14. Ensure compliance with policies and procedures of Adult Social Services and Community Network policies, and those of any partner agencies, are followed, and that the service is always delivered in accordance with professional standards, policy and practice and the relevant statutory and regulatory frameworks.
15. Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.
16. Understand the budgetary framework and context of the role to ensure that the service delivers value for money and cost effective solutions and options within defined budgetary constraints.
17. Deliver person-centred, outcome-focused services to shared objectives ensure people are offered:

- easy and fast access,
- choice and control over flexible service options;
- are supported in making informed decisions;
- allowed to control the risks of support plans, and
- benefit from changes to reflect changing circumstances and preferences

Staff Support

18. . May be asked to support new or more junior members of the team as required.

Commitment to Equality

- 21 Deliver the council's commitment to equality of opportunity through actively promoting equality and diversity in the work place and in the services delivered.
22. Ensure that the needs of all people accessing our service are met, sensitive to age, gender, race, disability, creed, belief and sexual orientation. Celebrate diversity and challenge stereotyping, prejudice and unlawful discrimination in the delivery of the service.

Health and Safety

23. Take personal responsibility for ensuring the safety of oneself, colleagues and the service users through ensuring full compliance with the Council's Health and Safety policies, procedures and practice.
24. Ensure the safe and efficient delivery of service by achieving high standards of health and safety and applying sound risk management practices.

This post may operate in any one of the Adult Service teams which will determine the day to day work priorities.

PERSON SPECIFICATION

Service:	Adult Social Services
Job Title:	Assessment & Enablement Officer (Community Network)
Grade:	To be evaluated
Reports to:	Team Manager

Post Requirements	Essential/ Desirable	Criteria
Qualifications/ Education/ Training	E	<ul style="list-style-type: none"> NVQ3 qualification in related field, or equivalent qualification/experience
	D	<ul style="list-style-type: none"> Training in systems and procedures within a social care environment
	D	<ul style="list-style-type: none"> Customer Care training
Experience relevant Knowledge,	E	<ul style="list-style-type: none"> Experience of working in a care environment
	D	<ul style="list-style-type: none"> Understanding of relevant social care legislation, guidance and practice
	E	<ul style="list-style-type: none"> Hands-on experience of and ability to use electronic data storage and retrieval systems
	D	<ul style="list-style-type: none"> Knowledge of needs of vulnerable adults within the context of the job
	E	<ul style="list-style-type: none"> Record of achievement and ability to successfully deliver a customer focused service to exacting targets and objectives.
Competencies and Special aptitudes relevant to job	E	<ul style="list-style-type: none"> Commitment and ability to apply the model of supporting choice and independence for vulnerable adults within the community.
	E	<ul style="list-style-type: none"> Ability to conduct robust and sound assessments, risk assessments, support plans and reviews and facilitate self assessments, applying the concept of single assessment where appropriate
	E	<ul style="list-style-type: none"> Excellent written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to members of the public and other staff members within and outside the Council.
	E	<ul style="list-style-type: none"> Ability to make sound decisions based on information gathered to meet defined outcomes and possess the judgement to seek advice where required.

Post Requirements	Essential/ Desirable	Criteria
	E	<ul style="list-style-type: none"> Highly self motivated with the ability to work effectively on own initiative to challenging deadlines and work demands.
	D	<ul style="list-style-type: none"> Understanding of the Fair Access to Care Services eligibility framework.
	E	<ul style="list-style-type: none"> Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives.
	E	<ul style="list-style-type: none"> Problem solving skills with a creative, flexible and sensitive approach while contributing to the design and facilitation of pre-enablement and enablement groups.
	E	<ul style="list-style-type: none"> Commitment and ability to promoting and safeguarding the welfare of vulnerable adults
	D	<ul style="list-style-type: none"> Ability to work flexibly and embrace mobile working to meet the needs of the service.
Commitment to council's Aims and Values	E	<ul style="list-style-type: none"> Ability to demonstrate a commitment to and understanding of the practical delivery and application of the principles of equalities and safeguarding of vulnerable adults in the context of this post
	E	<ul style="list-style-type: none"> Understanding of and ability to work within and promote the principles of Council values, the Corporate Plan and service priorities