



# Adult Social Care Practitioner – Health Interface Service

## Adults and Health

### Job Reference: SCC05150/FG

Inside this pack:

- [What You Will Be Good At](#)
- [What You Will Deliver](#)
- [What We Will Offer You in Return](#)

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

We're proud to be here for the people of Somerset - and that means everyone in Somerset. An important part of this is ensuring that we are as diverse and inclusive as the people and communities we serve.

We welcome applications from a diverse range of backgrounds and experiences to enrich our team. You can always contact the hiring manager using the details on the next page if there's anything you want to talk about before you apply.

If you are interested in finding out more before applying, please get in touch with: Helen Readdy, Recruitment & Engagement Officer a call on: 01823 355166 / 07977 410483 or email: [Helen.Readdy@somerset.gov.uk](mailto:Helen.Readdy@somerset.gov.uk)

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on [recruitment@somerset.gov.uk](mailto:recruitment@somerset.gov.uk).

# What You Will Be Good At

## Work Experience Knowledge & Skills

### Essential

- Experience working in a caring or supportive role, not necessarily in paid employment
- Awareness and understanding of rights of service users and carers and ability to advocate on their behalf.
- Positive attitude towards computers and ability to input and retrieve data and information.
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

### Desirable

- Working knowledge of Social Care Service
- Awareness of relevant legislation. Knowledge of services relevant to needs and circumstances of service users and carers.
- Awareness and understanding of the principles of Social Work.
- High level of IT literacy with; Windows 7, Microsoft Office 2003/2010, AIS (Adults Integrated Systems) or similar record keeping databases.

## Qualifications

### Essential

- Literate and numerate to GCSE level or equivalent

### Desirable

- NVQ 3 in Health and Social Care or equivalent (equivalent must be health and social care related)
- Experience in working in a care setting
- Manual handling certificate for staff within Day Opportunities

## Personal Attributes

### Essential

- A commitment to Somerset County Council's Values – Customer Focus, Can Do Attitude, Collaboration, Care and Respect.
- Commitment to developing skills in the Social Care field.

### Desirable

- Creative thinker



- Demonstrates empathy with service users and carers and understanding and respect for individual needs.
- Ability to work alone and use own initiative.
- Has an open and flexible manner, which elicits trust and confidence.
- Takes a full and active part in own professional development, appraisal and supervision.
- Able to travel to homes of service users and carers.

All disabled applicants meeting the essential criteria will be interviewed.



# What You Will Deliver

## Key tasks and responsibilities:

Promote independence through strength-based approaches which look to maximise independence to support people to remain in their homes and communities, without formal social care support wherever possible.

Under the general supervision of the Service Manager, assess needs and review care to ensure appropriate arrangements are in place to meet the needs of older and disabled adults and carers. This role may include working with older people, people with physical and/or learning disabilities, and people with mental health needs and their carers. The operational setting of this role may be within the Community Localities, Hospital Interface Service, Mental Health Team, including inpatient services and the Safeguarding and Quality Assurance team. Regardless of operational setting will:-

- Identify solutions to meet the needs of adults and carers with care and support needs under the Care Act 2014.
- Ensure services and support are in place to meet the outcomes and needs of the service user and/or carers.
- Have effective working relationships with council staff, and with external staff and providers.
- Establish and monitor financial payments and arrangements to providers for commissioned services.
- Review and modify support plans as agreed with service users, carers and providers.

## Main Responsibilities & Duties

1. Inform, advise and support service users and carers about accessing community services, including health, welfare benefits, Information and Advice Centre, housing, leisure, learning and employment, voluntary and user-led organisations.
2. Responsible for the delivery for agreed assessment and review processes. Ensure that the Council meets its statutory responsibilities under the Care Act 2014.
3. Work with a strength-based approach to promote independence by gathering, evaluating and analysing information, and using that information to identify sustainable solutions to deliver good outcomes for people.
4. Monitor and manage appropriately any risks to or from service users or their carers and escalate such risks to the supervisor as required for discussion and onwards planning which may include sharing case accountability with external or multi agency partners.
5. Consider whether there is a concern about an individual's capacity to make a specific decision, including restrictions placed on an individual which may amount to an unlawful deprivation of their liberty (they are subject to continuous supervision and control and are not free to leave) and to respond to that concern.
6. Be responsible for an agreed caseload, working with a degree of autonomy, commensurate with experience and training to organise and prioritise their work. Provide a personalised

service to service users and carers independently and/or in support of registered professional staff.

7. Communicate with people who may have communication difficulties and who may have highly personalised communication methods. Able to adapt their communication style and approach, using appropriate communication skills/methods/devices and use these to ensure people experiencing communication difficulties are engaged in their support planning.
8. Consider on a case by case the need for the provision of access to independent advocacy. Assess those who would have 'substantial difficulty' in being involved in care and support processes and have no appropriate individual. Ensure that the duties imposed under the Care Act 2014 in this respect and where necessary, arrange for the provision of advocacy services.
9. Cocreate with service users and carers personalised outcome focused support plans and arrange services and self-managed schemes, eg direct payments, that promote user and carer choice and control, whilst being aware of available resources and costs of the service to the service user.
10. Identify where a contribution may be required from a Social Worker, Occupational Therapist or other specialist professional and arrange for that contribution to be used to more fully understand or assess individual need or situation, requesting guidance or additional input as required. Identify high risk situations and alert a manager where an urgent response may be required.
11. Protect service users and carers from harm or abuse as far as possible, consulting with a professionally qualified member of staff or Manager whenever there are concerns in line with the Safeguarding requirements of The Care Act 2014.
12. Take an active role sharing knowledge and skills by supporting new staff and providing mentoring where required. Act as an educator for apprentices coming into the ASCP role and provide support to students who are on placement within their team. Offer shadowing experience for those on work-based placement and for those interested in the work of ASC.
13. Maintain and update appropriate administrative/IT records on individual service users and carers as required by the service guidelines and prepare reports for meetings. Take responsibility for making accurate and timely recording of all information and activity onto the social care records database in accordance with work targets set by the Manager and Supervisor.
14. Work with service users and carers to assess and review needs, identify assets, discuss options and develop support to address needs identified. This may include face to face, telephone, social media or written, other means of communication and involve making adjustments to care plans and reporting unmet needs.
15. Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

## **Contacts & Relationships**

- Identify the need for and initiate multi-disciplinary and other meetings, to discuss individual cases or general service provisions, which will involve meeting staff from a variety of agencies and provider organisations.
- Have good relationships and daily contacts with care professionals, GPs, voluntary bodies and other agencies to clarify client needs, pass information and make recommendations relating to the provision of care. This will involve setting and agreeing goals for intervention, with appropriate timescales being set.
- Be the primary link for the agreed caseload with professionals within integrated care settings, assuring themselves that the social care needs are met as a component of an integrated support plan. This will include at different times, people on discharge pathways, those with long term health conditions, and people currently inpatient in hospitals.
- Attend and actively contribute to decision making forums when preparing for Adulthood such as Transition Planning Meetings and School and College reviews.

## **Resources**

Prepare and present materials for consideration by other professionals from the health and care sector and managers at Peer Forums. Based on assessment and review information, this will include making recommendations for the provision of costed support plans, together with evidence of need. This must include evidence of decision making, robust control over the cost of a support plan, arrangements to review and revise the support plan to ensure services are sustainable within the council budget.

Participate as a peer in Peer Forums to ensure that decision making is of high quality, transparent and equitable. This will include decisions around practice as well as financial decision making.

Be accountable for a budget and spend if there is an immediate need for the provision of community equipment to support safe independence.

Participate in practice and case audits as necessary, preparing cases for audit and as required, being part of the auditing process.

Develop reflective and evidence-based practice and participate in 4–6 weekly supervision, attend regular statutory training and discussions on career progression, eg apprenticeships, further academic study, leadership training.

## **Key Competencies**

### **Interpersonal relationships**

- Demonstrates ability to develop appropriate working relationships with a range of service users, carers, colleagues and professional agencies based on mutual trust, respect for individuals' rights and cultural needs, and the promotion of independence, equality, diversity and the interests of service users and carers.
- Effectively disengages from relationships when appropriate, whilst ensuring that the most vulnerable and those with complex needs receive continuing support

### **Assessment and Service Provision**

- Person-centred approach to assessment and service provision within the social model of care, enabling people to identify their own needs and solutions.
- Works with service users, carers and professional colleagues to assess and review needs and associated level of risk.
- Has due regard for safety of service users, carers and others, and able to undertake risk assessments.
- Offers strategies for development of social skills and for resolving conflicts as necessary.
- Demonstrates ability to prioritise time to meet competing deadlines. Keeps up to date with routine tasks.

### **Communication**

- Able to communicate effectively and sensitively, orally and in writing, using appropriate methods of interaction and respecting confidentiality at all times and demonstrate good listening skills.
- Able to produce correspondence, reports and records that are clear, concise and accurate.

### **Team Working**

- Co-operative and open with colleagues, sharing information or seeking assistance as appropriate.
- Takes ownership of own work activities and demonstrates willingness to learn from others and from experience.
- Willing to assist colleagues to ensure effective service delivery within and outside the team.
- Takes responsibility for maintaining and sharing knowledge, skills and understanding of social care policies and practice.

### **Further information specific to this job**

The successful candidate has a responsibility for promoting and safeguarding the welfare of the vulnerable people they are responsible for or come into contact with.

Somerset County Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.



## What We Will Offer You in Return

<b>Salary and grade:</b>	Grade 12, between £26,421 to £29,777 per annum Appointments are normally made at the bottom of the salary scale.
<b>Contract type:</b>	Permanent
<b>Location:</b>	Musgrove Park Hospital (Taunton) and Yeovil District Hospital
<b>Hours of work:</b>	Full and part time hours can be considered depending on team and location. Hours will be in agreement with the line manager.
<b>Annual leave:</b>	For this grade: <b>28 days.</b> This is inclusive of two statutory days. In addition, there are 8 bank holiday days. Please note, the amount stated will be pro-rata for part-time and fixed term contract posts. The annual leave year starts on 1 <sup>st</sup> April.
<b>Probationary period:</b>	The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.
<b>Notice period:</b>	Following completion of the probationary period, this post will be subject to a notice period of one calendar months on either side.



**Somerset**  
Council