

Job Description

Section/Service: Brokerage & Support Service	Department: Adult Social Care
Job Title: Social Care Practitioner	

The Department/Team:

To provide ongoing day to day support and intervention, including support plan services, review and where necessary reassessment to individuals who are assessed as requiring community care services in line with the Care Act 2014.

Primary Purpose of Role

- Ensure a support plan is facilitated and agreed to help customers use their personal budgets to achieve desired outcomes and improve their quality of life and well-being.
- Monitor and review support plan outcomes to ensure they are working well, complete an initial 6 week Review and further tweak support if necessary.
- To carry an individual caseload and provide day to day ongoing support to customers and identify when it is appropriate to refer for relevant professional multidisciplinary input e.g. Health Colleagues, Housing.
- Where identified, to undertake reassessments where a simple change in assessed outcome is required. Similarly to complete a joint or separate carer assessment where there is a need to do so.
- To work in line with the Brokerage Mission Statement:

Brokerage: Our Mission Statement

- Social Care Practitioners will work with you and your support network to plan how you can live your life in a way that you choose.
- Our aim is to help you to stay safe and to be independent.
- We will respect you and your values, beliefs and feelings.
- We will help you to achieve the things that are important to you.
- We will make sure that you know what all the options are.

Main Duties and Responsibilities

- Complete meaningful support planning with customers to ensure
- Individual assessed outcomes are met within the remit of the Care Act 2014 criteria.
- Manage a personal caseload, providing information and advice to people and their carers whilst undertaking Brokerage tasks. Complete carer assessments as required. Ensure comprehensive case records are recorded in a timely manner.
- Undertake reassessments, where it becomes clear once involved with a customer this is required in order to update identified outcomes of a non-complex nature.
- Arrange, implement and review support arrangements and resources, carrying out minor adjustments as necessary to ensure desired outcomes are achieved.

- Support Customers where identified as an option in setting up Direct Payments.
- Participate in the Duty Rota as a member of the team as required.
- Respond to and where necessary undertake Section 42 Safeguarding enquiries under the direction of a Manager

Person Specification

D – Desirable, E- Essential

Qualifications/Education/Training/Knowledge:	D/E
<ul style="list-style-type: none"> • Good standard of Maths and English 	E
<ul style="list-style-type: none"> • Ability and willingness to learn about person centred planning, key policy legislation and guidance in relation to Adult Social Care 	E
<ul style="list-style-type: none"> • Understanding and commitment to the requirements of Safeguarding Vulnerable Adults 	E
<ul style="list-style-type: none"> • Knowledge of alternative funding streams and benefits entitlements. 	D
<ul style="list-style-type: none"> • Up to date with relevant developments in the implementation of Putting People First and brokerage and support services. 	D
Experience	
Experience of working with vulnerable adults in one or more of the following areas:-	
<ul style="list-style-type: none"> • Learning disability, older persons, physical disability, mental health. 	D
<ul style="list-style-type: none"> • Some contact with vulnerable people within working or private life 	E
Skills and Abilities	
<ul style="list-style-type: none"> • Excellent IT skills, including Word, and Outlook, plus the ability to work on any other IT systems as required. 	E
<ul style="list-style-type: none"> • Good written and verbal communication skills 	E
<ul style="list-style-type: none"> • Good telephone manner and ability to engage with people with communication difficulties 	E
<ul style="list-style-type: none"> • Good quality support planning skills, including the ability to work under pressure to meet deadlines. 	E
<ul style="list-style-type: none"> • Ability to calculate costs for Support Planning 	D
<ul style="list-style-type: none"> • An understanding of the emotional and physical impact of illness/disability and sensory loss on individuals and their families. 	E
<ul style="list-style-type: none"> • The ability to facilitate communication to engage clients and carers in the assessment/ support planning process. 	E
<ul style="list-style-type: none"> • The ability to handle highly sensitive information with a good understanding of confidentiality. 	E

Personal Qualities	
<ul style="list-style-type: none">• Lone working in a range of settings, including people's own homes.• Some availability to undertake work outside of normal office hours.• Daily need to travel independently according to the nature of work required.• It is to be noted that there are a number of Social Care Practitioner roles within the Brokerage and Professional Support Team and that there is the potential to move to one of these posts if it is to meet the requirements of the overall business of the team.	E

Optalis Company Core Values;

Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

Continuous Development

We embrace and drive forward positive change within the organisation.

Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.