

Job Description

Job Title: Needs Assessment Officer

POSCODE: NRTH0057

Grade: Grade G

Overall purpose of the job

In accordance with Care Act 2014 and North Northamptonshire Council's service plans, eligibility criteria and objectives, to carry out a strength-based assessment, to identify and deliver care needs in conjunction with individuals, carers, and multi-agencies, to ensure people receive the information and the level of support required for them to regain or maintain their level of independence and to be safe within the community.

To be case accountable, to work independently and provide appropriate and timely support to both Team Leaders and Supervisors.

Main accountabilities

Main accountabilities	
1.	Managing an appropriate caseload of people by undertaking clear and accurate statutory assessments and reviews of individual person, in line with statutory guidance and best practice. Assessments need to be proactive, preventative, and personal and include support from other professional services where required, to ensure people receive the information and the level of support required for them to regain or maintain their level of independence and to be safe within the community.
2.	Provide goal setting / support plans for individual people as appropriate. Ensuring individuals are supported and encouraged to access any community support that is available and in doing so ensure equality and diversity informs the service delivery and understanding of the impact upon people in the planning process.
3.	Assess and manage any risks to individuals and others effectively, whilst ensuring positive risk taking is supported and appropriately managed.
4.	Provide accurate, impartial information, support and guidance to people and their families, including appropriate information relating to financial matters, ensuring any implementation and choice of a support plan is within budgetary constraints.
5.	To manage own caseload and organise and plan work activities taking into account the need to prioritise tasks and responsibilities, to ensure assessments and reviews, support plans are undertaken and updated within an agreed timeframe, to reduce/avoid any adverse impact on the care of the person and delivery of the service.
6.	To maintain case records where the information is concise, accurate and timely so that customers circumstances are accessible at all times to ensure continuity of provision, maintaining both customer and management information through the use of appropriate IT systems and in line with professional requirements and departmental recording methods.
7.	Use a person-centred approach, listening and developing creative and personalised solutions, to assist people to manage their lives independently in the community for as long as possible and in doing so work in partnership with other agencies to improve collaboration, coordination, and support to achieve and meet each person's needs.

8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
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Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills, and experience

Qualifications Required	Subject	Essential/ Desirable
Degree or equivalent/QCF level 3 with experience of working in Social Care or willing to work towards this Or The ability to demonstrate knowledge gained through detailed practice and application of procedures in Adult Social Care	Health and Social Care	Essential
GCSE grade C and above or equivalent	English	Essential
GCSE grade C and above or equivalent	Maths	Desirable

Identify	Describe	Essential/ Desirable
Knowledge		
Working knowledge and understanding of the Mental Capacity Act 2005.		Essential
In depth knowledge of the Care Act 2014 to ensure care act compliant eligibility.		Essential
Working knowledge and understanding of relevant national and local policy issues in Adult Social Care.		Essential
Knowledge & understanding of cultural differences where communities have different ethnic backgrounds to ensure equality of opportunity.		Essential
Skills		
Excellent report writing skills, demonstrating the ability to achieve clear and concise reports that are fit for purpose.		Essential
Excellent listening skills and the ability to understand and		Essential

communicate clearly at all levels.		
Ability to build a rapport and build relationships with people, families, providers, other professionals, and wider communities.		Essential
Ability to prioritise tasks, manage own workload, to be case accountable and initially manage difficult and complex cases.		Essential
Ability to actively support and promote equal opportunities.		Essential
Ability to operate in a fast-paced office and changing environment, and to be able to make initial decisions on any shift where they are the responsible person.		Essential
Empathetic and caring when working.		Essential
To be aware of your environment and the need to be appropriate and professional at all times.		Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Previous experience of working with people with care and support needs.		Essential
Experience, knowledge, and demonstration of using various IT packages and systems. Accurate and detailed entry and analysis required.		Essential
Understanding of Data Protection guidance.		Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced Adults and Children	Enhanced with barred list checks

Work type

What work type does this role fit into? (Tick one)	Fixed	Flexible	Field	Home
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box that reflects the main work type, the default workers type is flexible)

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Job description questionnaire

Page 1 and 2 of these documents will form the job description and person specification for the post.

Job title:	Needs Assessment Officer	POSCODE <i>(Needed for re-evaluations)</i>	
Reports to (job title):	Supervisor	Directorate/Service:	Adults, Communities and Wellbeing
Presenting Manager:		Date of evaluation:	
Supporting HR contact person:	Anna Goode	New Post	Yes/No
		Re-evaluation:	Yes/No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

The main emphasis is on supporting Supervisor(s) with a specific allocated caseload, ensuring people have an assessment that focuses on goal setting and support plans. The post holder therefore will undertake reviews of packages, and continuously update and amend where changes are required and in doing so liaise with other professionals and agencies to support the person to live as independently as possible within their homes. In carrying out their duties the post holder may be required to undertake care calls and support the staff team working within the field.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers, and direct reports.

Registered Manager (Grade M)
 Team Leaders (Grade J)
 Supervisors (Grade I)
 Needs Assessment Officer (Indicative Grade G)
 CSW/RSW, BSA/Schedulers (Grade F)
 Home Carers (Grade E)

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e., the:

- changes to the accountabilities.
- changes to the essential qualifications, knowledge, skills, and experience; or
- changes to the team structure

This is a new role

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	Adult social Care, Brokerage, Assistive Technology/Community Occupational Therapy, internal providers including Housing/Public Health /Safeguarding/Quality Assurance
External	Customer/Family or Carer/GPs/Hospitals/outside agencies and providers//NHS/District Nurses/ICT/Police/Fire/Ambulance/Substance to Solution/Age UK/Housing Providers/CQC/community organisations

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Daily/Weekly/Monthly and reactive to priorities

What level of supervision is this post subject to?

Formal 121 monthly/on tasks

Daily Handover and work in partnership with supervisor on a caseload, feeding into the supervisor with updates from assessments and reviews.

What type of priorities is the post holder able to set themselves?

Manage own diary, prioritise which customer they see and when and arrange all assessments and reviews with customers. People are allocated to the supervisor who undertakes the first 48 hours of immediate need and case is allocated by availability to this role, on 15 average cases per full time role.

May need to "lead" a shift in the absence of supervisor in the office, so will make decisions around covering shifts, medication for immediate solution, however, has duty officer available for further instruction.

What kind of systems, procedures or 'rules' are set around the job?

Person allocated to team via Brokerage into a generic email /phone and team sets person up on Cygnum/Eclipse and records assessment and reviews.

Email/Multi-Disciplinary Team Meetings/Risk Assessments/Assessment and Review Templates includes questions to ask to gather information for both short term and long-term care needs.

Tick Box checklist to ensure people are aware of the below:

Care Act /Eligibility Criteria/CQC guidance/H&S/Team Service Plan of Delivery/Financial Procedures

And ensure that the employee has signed to confirm this.

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Equipment – at first visit, establish customer needs a toilet raiser or chair raiser, the post holder would assess for this, order, arrange or collect equipment, and then fit equipment to customer home, with demonstration of use and assess if equipment is safe, and if not, would take away for further consideration of more suitable equipment.

Carer reports equipment not working, and this role would go and assess eg. wheelchairs where customer has been injured, to assess for safety/suitability and either act to replace or escalate to Manual Handling/Equipment Lead/Supervisor/Team Leader/Registered Managers.

Issues with medication – discharge from hospital – medication not with customer. Medication count is incorrect. Prescription is incorrect/incomplete. Contact needs to be made with professionals involved. This could be the hospital directly, GP, 111, to ensure that the mistakes are rectified and the person has the correct medication to be given appropriately.

At what point does the post holder escalate a problem to a more senior employee?

Escalate to GP/Hospital to rectify issues found initially. Further support needed refer to Supervisor/Team Leader/Registered Manager. Escalation is made at point of identifying issues found, support from above to advise on who to contact and how we are going to resolve as a team the issues, to ensure that the person has the correct medication given to them.

Safeguarding – post holder would be first line immediate response, take information and escalate to supervisor, who would then undertake further investigative work to resolve or escalate to TL/RM.

If meds error identified, the post holder would escalate to supervisor for medication competency to be undertaken.

Decision making

Does the post holder make a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

Immediate response would be from the job holder, based on past experience on the job or similar role, to try something different if the person does not engage with e.g., personal care, or go into the kitchen to make a drink, and how the person reacts to a different approach/way of communication.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

Day to Day decisions e.g., take call from colleague reporting in sick, and make quick decision to cover the shift, however, escalate to supervisor to manage sickness.

Make a change to medication, take all information, immediate solution to ensure safety of the person and then refer for more long-term change/solution.

Complaints would take initial information and ensure safety of the person or if the person not happy with carer, postholder will swap staff around as an immediate response and escalate for long term change to supervisor, to understand full issues.

Impact

Financial impacts of the role

Financial measure (e.g., income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
Check against Care Act eligibility for CCP and refer to Brokerage and at same time referral for financial assessment to Finance Team.	Average cost £90 - £500 per week per person, either direct cost to NNC or outside cost to Private Provider.	Role advises the CP needed and refers to Brokerage and financial team for further assessment and financial team makes decision as to what NNC/individual contributions are, depending on person's finances, care needed, including 1 or 2 carers, number of calls, days of week, time per call, 24/7 overnight, equipment needed.

Statistical Information

<p>Is there any statistical information that can add to the understanding of the job? E.g., it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.</p> <p>Caseload average of 15 people per full time post holder where this role is the keyworker in terms of care package and what this looks like for the person, including Care Plans are updated, personal information is reviewed and correct, and goals for person are set and reviewed in line with appropriate timeframes.</p>
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Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Undertake manual handling 121 or 221 to move and handle persons with the use of appropriate equipment, so may need to bend, stretch, kneel, push, and pull, carry transportable equipment, manoeuvre hoists on site for each call – attending upto 8 - 9 calls a day.

Driving to and from person, meet and greets, review meetings, undertaking peoples calls (60 miles for a full round) average therefore 20 miles per day.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable, or unfavourable working conditions?

Travel to and from persons' homes so exposed to weather conditions, hot/cold climates, however at persons' homes can be exposed to noise, smell, hazards, pets, extreme living conditions, unsafe buildings, aggression (not just from individual) verbal abuse, no hot or cold running water, facilities not working e.g., toilet not worked for a number of years.

Declarations

All roles – Manager
<p>JDQ completed by:</p> <p>By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.</p> <p>Signed: _____ Date: _____</p> <p>Print name: _____</p>

Re-evaluations only – Current Post Holder
<p>Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.</p> <p>Signed: _____ Date: _____</p> <p>Print name: _____</p>

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

<p>Use this section to record any relevant background information and advice that you have given to the manager.</p>
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