

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Adult Social Care Worker

Adult Services, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

We recognise that social care staff have one of the most challenging yet rewarding roles. We value our staff, the fantastic work you do and the resilience you show every day. The role is an amazing opportunity to support our most vulnerable adults living in West Northants. Working alongside a highly motivated and supportive team, you will take a holistic and person-centred approach to ensuring the people you support are happy, healthy, and safe. You'll make sure they feel listened to and encourage them to identify their assets and strengths – enabling them to fulfil aspirations, build resilience and improve outcomes.

This role will provide you with opportunities to build compassionate, professional relationships with people, their carer(s) and families – alongside social workers, partner agencies and the community. Together you'll work with a caring and supportive team with a shared goal of improving outcomes for vulnerable Adults; underpinned by Adult Social Care practice standards. You'll relish opportunities to be creative and share your knowledge, skills, and experience with others in a culture of continuous learning and improvement.

Accountable to:

The role is accountable to the Assistant Team Manager and sits within Adult Services, part of the People Directorate in West Northamptonshire Council.

Adult services encompass a wide range of teams and employment opportunities. This includes; Community Teams which also provide the front door to Adult Services, Learning Disability Team, Hospital Social Care Team, Review team and Moving into Adulthood roles.

Responsibilities:

1. Undertake social care interventions utilising the three conversations model, including person-centred assessments, to determine eligibility and co create support plans using an asset-based approach, to ensure individuals are enabled to lead the lives they choose.
2. Be accountable for managing and monitoring a case load, organising work activities to take into account the need to prioritise tasks and responsibilities, with oversight from more senior members of the team and line manager where required. Ensuring people are supported in a crisis to regain control of their lives, working together to achieve effective plans to reduce risk and ensure people are more stable.
3. Provide accurate, impartial information, support and guidance to customers and their families, including appropriate information relating to financial matters, ensuring any implementation of a support plan is within budgetary constraints.
4. Listen and connect to the people of West Northants, to support them to connect to community resources and promoting digital inclusion
5. Work in partnership with people who use services and carers, respecting their views and promoting participation in decision making wherever possible, whilst recognising how and when self-determination might be constrained (by law). In line with the Mental Capacity Act (MCA) to ensure people are supported in their decision making in relation to their Adult Social Care needs.

6. Identify when a safeguarding alert may need to be raised, ensuring the timely escalation of suspected abuse and self-neglect, and where appropriate, with support undertake Section 42. Enquiries.
7. Be responsible for inputting up to date and effective record keeping and administration on the council's case management system. Writing reports for and being actively involved in any referrals and/or complaints relating to your cases.
8. To develop and maintain an in-depth knowledge of local resources, working collaboratively with teams and services both within and outside of West Northamptonshire Council.
9. Be an active participant of your team, maintaining your own continuing professional development, to ensure you can deliver the best quality practice to the people of West Northants.
10. To attend and utilise supervision and appraisal to identify opportunities for development, new ways of working and reflection on practice, taking ownership of, and responsibility for, delivering against team and individual performance targets.
11. To contribute to the development of the service by communicating new ideas, through means such as briefings, completion of council surveys, and team meetings.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent report writing skills, demonstrating the ability to achieve clear and concise reports that are fit for purpose.	Essential	A, I
Excellent verbal communication skills. Able to communicate clearly with different audiences including service users, relatives and providers, adapting style to meet the needs of the individual.	Essential	A, I
Ability to build a rapport and build relationships with peoples and their families.	Essential	A, I
Ability to prioritise tasks, manage own workload and be accountable for case work.	Essential	A, I
Ability to actively support and promote equal opportunities.	Essential	A, I
Ability to operate in a fast paced, changing environment.	Essential	A, I
Empathetic and caring when working with people.	Essential	A, I
Ability to create close working contacts in the community to support customers and their families	Essential	A, I
Excellent negotiation skills for dealing with providers, other professionals, family and carers	Essential	A, I
Excellent relationship management skills for collaborating with service users, providers, other professionals, family and carers.	Essential	A, I
Able to calculate costs of services and care plans and record financial information	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge gained through detailed practice and application of procedures in adult social care	Essential	A, I
Systematic working knowledge and understanding of the Care Act 2014; including awareness of current national policy drivers, legislation, affecting adult social care. Up to date knowledge of current legislation, eg Mental Capacity Act 2005, Health and Care Act 2022	Essential	A, I
Understanding of data protection/confidentiality and need for accurate and timely recording	Essential	A, I
Understanding of Best Value principals and need for resource constraints	Essential	A, I
Knowledge & understanding of cultural differences where communities have different ethnic backgrounds to ensure equality of opportunity.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
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Experience of working with Adults using a strength based models	Essential	A, D
Experience of working in multi-agency environments	Essential	A, D
Experience of using IT packages	Essential	A, D

Education, training and work qualifications:	Essential / Desirable	Measured by
A degree or NVQ 4 or the ability to demonstrate knowledge gained through detailed practice and application for procedures in adult social care.	Essential	D
GCSE grade C and above or equivalent	Essential	D
3 A levels or equivalent	Essential	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service check,

Day-to-day in the role:

Job family & salary band:	Care and Welfare Band 06	Worker type:	Part-flexible
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

Driving licence is required to enable travelling between community locations

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home and in the community).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

