

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Assessment and Enablement Worker

Adult Social Care, 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:

To support customers, their families, and carers to retain or regain independence. Carry out strength-based assessments in accordance with the Care Act 2014, working in partnership with key providers in the community to enable service users to access local services.

Accountable to:

This role is accountable to the Team Manager. The role sits within Community Northampton Hub 1, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. Undertake clear and accurate assessments and reviews of an individual in line with statutory guidance and best practice. Provide appropriate responses in situations which may be ambiguous and/or difficult, and use analytical skills to influence and inform assessment, decision making and interventions to deliver outcomes that best meet the customer need.
2. Provide short term intervention plans for individuals as appropriate, ensuring individuals are supported and encouraged to access community support that is available, acquiring knowledge about different groups, races and cultures and needs which informs service delivery and understands the impact on customers.
3. Effectively assess and manage risk, for example safeguarding and take appropriate action when required including supporting safeguarding investigations under the direction of a manager, social worker, or other lead professional.
4. Act as the lead professional providing support to enable the customer to achieve a reasonable degree of independence and autonomy, where a person is constrained by social or family circumstance.
5. Use a person-centred approach, listening and developing creative and personalised solutions to assist people to manage their lives independently for as long as possible. Work in partnership to improve collaboration, co-ordination, and support to achieve and meet customer needs.
6. 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.
7. Provide written and verbal reports, appropriate for legal purposes, which are concise, informative, and based on evidence to support problem solving and resolution.
8. To manage own caseload, organise and plan work activities considering the need to prioritise tasks and responsibilities. To ensure assessments, reviews and support plans are undertaken and updated within an agreed timeframe. 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 the customer and management information using appropriate IT systems and in line with professional requirements and departmental recording methods
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

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

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.

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 listening skills and the ability to understand and communicate clearly at all levels.	Essential	A, I
Ability to build a rapport and build relationships with customers 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
Ability to work from various locations and travel countywide	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Working knowledge and experience in understanding needs of vulnerable adults.	Essential	A, I
Working knowledge of the Care Act 2014.	Essential	A, I
Working knowledge and understanding of relevant national and local policy issues in Adult Social Care	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
Previous experience of working with vulnerable adults.	Essential	A, I
Experience of working in multi-agency environments	Essential	A, I
Experience of using IT packages	Essential	A, I

Education, training, and work qualifications:	Essential / Desirable	Measured by
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NVQ III or equivalent or the ability to evidence and demonstrate on the job experience working at this level in Health and Social Care/Social Care related subject.	Essential	A, D
3 A levels or equivalent.	Essential	A, D
GCSE grade C and above or equivalent in Maths and English	Essential	A, D
NVQ 4/QCF 4	Desirable	A, 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, Adults and Children

Day-to-day in the role:

Hours:	37	Primary work base:	Office
Job family band:	Care & Welfare	Worker type:	Part-flexible
Salary range:	£31,869 to £34,663	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

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).

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.

