

## Job Description

**Job Title:** Adult Support Coordinator

**POSCODE:** CCC2406

**Grade:** S01

### Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To work with people to assess their needs, complete and review care and support plans and ensure these needs are met using personal resources, community assets and services provided and commissioned by the Council. This will be done in accordance with national Social Care and Health Care legislation, regulations, guidance and local policies and procedures.

The people we work with will often have complex needs and live in challenging and complex circumstances. The post holder will apply a wide range of knowledges and skills to build good relationships and ensure a strengths based, person centred approach.

In this role “people” refers to vulnerable adults and older people and their informal carers.

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	Undertake clear and accurate Care Act assessments and Mental Capacity Act assessments, care and support plans and review their outcomes in line with statutory guidance and best practice.
2.	Support the implementation of support plans where there are complex dynamics, social circumstances or issues of risk where informed consent or decision making may be impacted
3.	Promote dignity respect and choice to enable people to achieve their potential, life opportunities and maximise their independence
4.	Ensure people understand the process to determine what contribution they will make, if any, to the cost of their care and take the necessary steps to ensure financial assessments can be completed as quickly as possible.
5.	Act as the lead professional and, through a person centred approach, develop creative and personalised solutions to assist individuals to manage their lives independently for as long as possible. In doing this making full use of technology, equipment, community provision, voluntary organisations and support from the person’s own support network.

6.	Work collaboratively and proactively with Council colleagues, partner organisations and community services as part of a multi-disciplinary approach to enhance opportunities and outcomes for people
7.	Engage with and provide advice to carers, conducting carer's assessments and carer support plans, to enable them to sustain their caring role.
8.	Identify situations where a complex social work intervention may be needed and refer to or seek advice in a timely way from senior team members or your Team Manager.
9.	Prioritise and manage a caseload with support and advice from a senior team member.
10.	To prepare for and fully engage with the caseload and professional development supervision process lead by your Team Manager.
11.	Identify and take appropriate safeguarding action when required
12.	Support lead officers to investigate safeguarding concerns and comply with the process to assess and manage risk, knowing how to intervene proportionately and ensuring people are protected from harm, while protecting their human rights
13.	Provide written and verbal reports, to the standard required for courts and other legal purposes, which are clear and concise by gathering and considering complex evidence and demonstrating good professional judgement to achieve the right outcome for people.
14.	Maintain clear and concise case records and statutory documentation using all the relevant information about a person's circumstance.
15.	Maintain management information through appropriate IT systems in line with professional requirements and recording standards.
16.	Work to agreed quality standards for the service, including standards which support equality and value diversity.
17.	Establish rapport and build a respectful, honest and trusted relationships with people, their families, colleagues and partners, demonstrating behaviors that reflect the Council's values.
17.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

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

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 3 qualification i.e. A level's grade A-E, NVQ or equivalent and experience of working in Adult Social Care  Or  Level 4 Degree level qualification or equivalent		<b>Essential</b>
Level 3 qualification in relevant social care discipline	Health and Social Care/Social Care related subject	<b>Desirable</b>

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
	Proven knowledge, experience and understanding of needs of vulnerable adults	Essential
	Knowledge of relevant and current health and social care legislation and guidance relating to the work of the team.	Essential
	Knowledge and understanding of safeguarding practices.	Essential
	Proficient in the use of IT packages	Essential
	Be able to demonstrate an understanding of, acceptance and commitment to the principals underlying equality and diversity opportunities.	Essential

<b>Skills</b>		
	Ability to write concise reports and have excellent verbal communication skills	Essential
	Ability to create a rapport and build relationships with service users and their support network	Essential
	Ability to prioritise tasks, manage own workload and be accountable for case work	Essential Essential
	To be able to thrive in a complex and demanding environment	Essential
	Ability to establish and maintain relationships with internal and external agencies in order to achieve the desired outcomes for adults and their families, promoting resilience.	Essential
	Ability to work from a variety of locations and travel countywide.	Essential
	Ability to be fair and calm in all situations with colleagues and service users.	Essential
	Ability to identify and manage potential safeguarding risks to service users in complex situations and escalate as required.	Essential
<b>Experience</b>		
	Experience of working with the public, face to face and by telephone	Essential
	Experience of working within a Health and/or Social care background or related field	Essential
	Experience of arranging or providing services to vulnerable adults	Essential

	Experience of using information management systems to produce good quality data in a variety of formats.	Essential
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b>	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
	Demonstrate understanding of and acceptance and commitment to the principles of human rights and equality and how they underpin practice.	Essential

**Disclosure level**

What disclosure level is required for this post?	None	Standard
	<b>Enhanced</b>	Enhanced with barred list checks

**Work type**

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