

## JOB DESCRIPTION

**Post:** Needs Assessment Officer  
**Reporting to:** Registered Manager

### 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 be able to work independently and provide support to Team Leaders and Supervisors.

<b>Main Responsibilities</b>	
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.
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. Ensuring that knowledge of equality and diversity in forms the service delivery and understanding the impact on people is incorporate in the planning process.
3.	Effectively assess and manage any risks to individuals and others, whilst ensuring positive risk taking is supported and appropriately managed.
4.	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.
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.
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 this 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. Work in partnership 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

<b>Knowledge</b>		
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
<b>Skills</b>		
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 communicate clearly at all levels.		Essential
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		Essential

initially manage difficult and complex cases.		
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
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> 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
<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