City of Edinburgh Council Job Description

Post title	Community Care Assistant [CCA]
Directorate	Edinburgh Health & Social Care Partnership
Service	Health & Social Care Services
Responsible To	Senior Social Worker / Senior Occupational Therapist
Number of post holders	

Purpose of the Job

To contribute to the delivery and monitoring of social care services for individuals and their carers across community and hospital settings. Within defined professional boundaries, the post holder coordinates and provides a range of social care services, equipment and support to meet assessed needs. The role promotes independence, supports safe and timely hospital discharge, and enables individuals to make informed choices about their quality of life.

The What – Major Tasks and Job Activities

1. Undertake non-complex assessments across a diverse range of service user groups including older people, individuals with mental health needs, learning disabilities, physical disabilities and substance use issues.
2. Design, implement and review care plans appropriate to assessed need and level of experience.
3. Carry out basic risk assessments and maintain awareness of Adult Support and Protection procedures.
4. Recognise when cases require escalation or management intervention.
5. Coordinate and chair review meetings, producing clear written and electronic documentation.
6. Identify, arrange and monitor appropriate services including care packages, equipment, adaptations and respite.
7. Facilitate safe hospital discharge and implement community services in collaboration with professional staff.
8. Respond to emergency situations by arranging or coordinating appropriate support.
9. Assess, provide, fit and demonstrate safe use of equipment and adaptations.
10. Support individuals with funding applications and access to welfare benefits.
11. Assist with transitions including moves to alternative accommodation, arranging furniture and household goods where required.
12. Undertake joint visits with professional staff and accompany or escort service users as appropriate.
13. Manage and prioritise an allocated caseload within departmental timescales.
14. Participate in duty, standby and screening rotas, completing screening assessments and referrals in line with guidelines.

15. Work in partnership with social workers, occupational therapists, health professionals, voluntary agencies and external providers.
16. Maintain effective working relationships with service users, carers and families, including managing conflict where necessary.
17. Maintain accurate records in line with Data Protection and Freedom of Information legislation.
18. Identify and record unmet needs using agreed systems.

The How – Knowledge and Skills, Creativity and Innovation, Contacts and Relationships, Decision Making

- Hold an SVQ Level 3 in Social Care, Health Support Work, or Occupational Therapy Support, or demonstrate equivalent experience
- Have experience across social care and/or health settings.
- Understand the needs of adult social care service user groups.
- Demonstrate strong organisational, communication and listening skills.
- Have knowledge of financial assessments, welfare benefits and basic IT systems.
- Be trained in manual handling techniques.
- Demonstrate flexibility, sound judgement and the ability to adapt to change.
- Identify practical and creative solutions within available resources and timescales.
- Support individuals with complex but non-complex needs, including those with cognitive impairment, challenging behaviour, severe disability or terminal illness.
- Contribute to service improvement and innovative ways of working.
- Make day-to-day decisions regarding allocated cases within defined boundaries.
- Make recommendations to managers regarding services required.
- Gather and analyse information, including in crisis situations, and escalate where appropriate.
- Balance competing demands within limited resources and timescales.
- Work autonomously, including lone working, while adhering to departmental policies and procedures.

Environment Work Demands, Physical Demands, Working Conditions, Work Context

You'll normally work:

- Within defined boundaries and guidelines with a significant degree of autonomous practice and appropriate supervision.
- To agreed targets and timescales, managing competing demands and limited resources.
- Showing emotional resilience when working with individuals who may be terminally ill, socially isolated or have experienced trauma.
- Using electronic communication and recording systems confidently and effectively.

- Prioritising and managing your own caseload.

Environment – Physical- 60%

- To apply safe manual handling techniques and undertake simple moving and handling tasks as required during visits or escort duties.
- To fit and demonstrate safe use of equipment and undertake basic risk assessments.

Environment – Working Conditions - 60%

- To undertake home visits and environmental checks, carrying out risk assessments where required and considering personal safety.
- To work in varied home environments, which may at times be unsanitary.
- To undertake lone working in service users' homes.

Environment – Work Context – 60%

- To recognise potential risks when carrying out duties and adhere to Council health and safety and lone working policies

Supervision and Management of People
The post holder will have no line management responsibility.

Resource the Job Holder will be Responsible for
This post holder has responsibility for the proper use and fitting of equipment/adaptations they have assessed as essential.

Health and Safety
Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.
All Employees are Responsible for

a. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
b. Co-operating with management and following instructions, safe systems and procedures.
c. Reporting any hazards, damage or defects immediately to their line manager.
d. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed. Additional information can be found in the Council Health and Safety Policy.