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THE CITY OF EDINBURGH COUNCIL

Unique JD Identifier

JOB DESCRIPTION

Post title	Community Care Assistant
Division / Section	
Department	**Health and Social Care**
Responsible To	Senior Social worker / Senior Occupational Therapist

Purpose of Job

To contribute to the provision and monitoring of services for individuals and their carers according to changing circumstances within both community and hospital teams.

Within defined boundaries, co ordinate the provision of a range of social care services and equipment to meet the assessed needs of individuals requiring assistance, in order to enable them to maintain and maximise their independence, facilitate safe hospital discharge and to make choices about their quality of life.

Major Tasks

1. To carry out non complex assessments with a range of needs from a wide diversity of backgrounds. Design and implement Care Plans with support appropriate to their level of experience. Non-complex cases may range from dealing with a client with dementia and incontinence, (who is at risk due to the clients wandering from home) – assessing and identifying their care package and arranging respite as needed; to dealing with a client with mental health issues exhibiting verbally abusive and aggressive behaviour living in unsanitary conditions – assessing and identifying their care package whilst having to arrange for environmental health to carry out a house clean.

2. To identify and set up appropriate services to meet assessed need, including the provision of equipment , adaptations and packages of care

3. Undertake reviews of individuals ' care plans

4. To contribute and support professional staff within a multi disciplinary team in managing their case loads by carrying out a range of designated tasks, ensuring departmental objectives and service user's needs are met.

The percentage of time spent on each of the above major tasks will vary depending on the locality of the particular post

Job Activities

To undertake an assessment role, working directly with individuals, carers and their families.

To manage and prioritise individual case load as key worker whilst adhering to departmental timescales.

To undertake basic risk assessments and have an awareness of Adult Support and Protection Procedures.

To provide information to the line manager / team manager regarding eligibility for services arranged, purchased or provided by Social Work.

To ensure a range of appropriate social care services are provided to adult social care service user groups [including individuals with mental health problems, learning disabilities, physical disabilities, substance misuse problems, older people and other vulnerable adults] in accordance with departmental guidelines.

Support service user /carers / family in decision making to help promote and maintain service user's independence through utilising specific services to ensure successful outcomes for the service user / carer / family, e.g. care at home.

To respond to emergency needs, by arranging / co coordinating support / material provision, as directed.

To ensure appropriate and accurate records relating to service users and work undertaken are maintained in accordance with the Data Protection Act and Freedom of Information Legislation

Liaise with and source internal and external providers/agencies/charities.

To identify the unmet need of service users and ensure that this is recorded using appropriate recording tools as agreed via systems in place.

To facilitate safe and timely hospital discharge and implement community services in conjunction with professional staff and with individuals own case load.

To participate alongside professional staff in duty/ standby and screening rotas, complete screening assessments for allocation / refer to appropriate team whilst adhering to departmental guidelines.

To assess, monitor and review services in line with departmental policy and procedures. To coordinate and preside over scheduled review meetings and complete comprehensive written and electronic documentation / reports detailing the review meeting outcomes.

To support service users with a range of funding applications.

To undertake joint visits with professional staff, as appropriate,

Arrange and accompany clients on interest visits and liaise with necessary parties.

To assist clients in the move to alternative accommodation by arranging the provision of furniture and household goods.

To escort and transport clients as required.

To assess, provide, fit and check equipment/ adaptations for service users with disabilities.

To undertake any other duties as may be required by the Director of Health and Social Care.

Supervision and Management of People
(Numbers and type of staff)

The post holder has no line management responsibility for staff.

Creativity and Innovation

Identifying creative solutions to meet service user assessed need within finite timescales and available resources.

Managing service users from diverse backgrounds with diverse needs i.e. individuals who have a cognitive impairment, and display some challenging behaviours, individuals who have severe physical or mental disabilities and individuals who are terminally ill

To contribute to the development of innovative ways of working, including the imaginative use of resources.

The post holder will support and advise the service user in the decision making process and assist with the transitional period, for both individuals own case load and the qualified workers.

Contacts and Relationships

To work directly with service users, carers and their families, regarding the needs of the service user. This may involve managing conflict and dealing with aggression

Working in partnership with social workers, occupational therapists and a range of service providers, Primary Health Care teams and voluntary agencies with differing priorities to meet service user assessed need.

To work as an effective member of a multi-disciplinary Team

To maintain a working knowledge of local services and resources for service users and carers.

To promote good working practices in relation to service users, carers, colleagues and other agencies.

Decisions (Discretion)

On a Daily basis makes recommendation to managers on the services required for individual service users

Recognising and working within professional boundaries, the post holder will carry out assessments which are of a relatively straight forward nature and maintain a non-complex case load. These cases will include service users with mental health problems, learning disabilities, physical disabilities, individuals who abuse substances, older people and other vulnerable groups. The cases should be clearly defined prior to allocation. The individual should also have the ability to recognise and subsequently identify when a case requires management intervention.

Responsibility to gather and/or analyse complex information in a crisis situation and to make an assessment/ recommendation to senior managers.

The ability to problem solve and balance a number of competing demands within the margins of finite timescales and limited resources. Strong communicative and listening skills are required to promote professional relationships with service users / carers and family.

The post holder is required to make day to day decisions related to their own case load and , where required, in conjunction with a qualified worker/ Line Manager.

Prioritising and decision making relevant to post holders work load.

Decisions (Consequences)

The role of Community Care Assistant lends itself to lone working and periods of working autonomously, the post holder will prepare, organise and gather information and knowledge relevant to the service user prior to undertaking duties / tasks.

Identifying and assessing needs and / or risks relating to individual service users the post holder ensures the correct package of care is provided to meet client needs and safety.

The post holder has responsibility to fit equipment and ensure that service users are able to safely use equipment provided.

The post holder actively fosters good working relationships with individual service users and their families to facilitate the assessment process and ongoing care planning.

Resources

This post holder has responsibility for the proper use and fitting of equipment/adaptations they have assessed as essential

Environment – Work Demands

The post holder will work within well defined boundaries and guidelines according to the areas of work under taken. The post allows for significant autonomous working with supervision as per departmental guidelines

The post holder will be expected to work to agreed departmental targets and timescales.

Conflicting and limited resources and services may impact on targets, the post holder will be required to identify and manage the demands of this.

The post holder will have the emotional resilience to work with service users who are terminally ill, who have been abused or who are socially isolated

The post holder would be expected to use electronic communication to its full potential and be confident in its use.

The post holder will be expected to work with a diverse group, including service users with challenging behaviour

The post holder will be expected to prioritise their own caseload

Environment – Physical

The post holder should be trained in safe manual handling and transportation and be able to carry out simple moving and handling of clients i.e. home visits / interest visits to care homes / escorting service users.

The post holder will be trained in fitting and demonstrating safe and independent use of equipment and adaptations and to undertake basic risk assessments

Environment – Working conditions

The post holder will be required to carry out environmental checks to service user's homes / accompanying / escorting on various visits or appointments. This may require a risk assessment as personal safety / protective clothing and individual capability should be considered.

The post holder may be subject to unsanitary conditions in service user's homes.

The post holder will be lone working in service user's homes when carrying out assessments and advising on equipment.

Environment – Work Context

The post holder will be required to recognise where potential risks may present when carrying out certain duties, in line with council health and safety and lone working policies.

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Knowledge and Skills

The post holder should:

Have an HNC qualification in Social Care. This should be supplemented with an SVQ Level 3 in Social Care/ HNC/SVQ for Health Support Workers or Occupational Therapy Support.

Have previous experience in a range of social care and/ or health settings.

Have an understanding of the needs of adult social care service user groups.

Have good organisational and practical skills and be flexible and creative in the delivery of the service.

Have an up to date knowledge of financial assessments and welfare benefits.

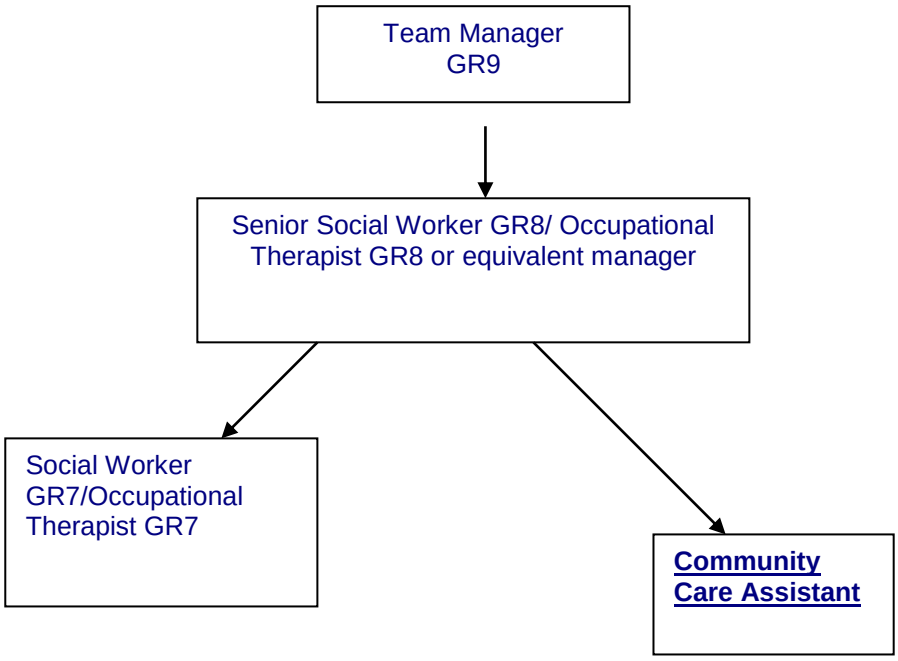
Have good communication and listening skills.

Be able to contribute and adapt to change.

Have a sound knowledge of basic IT systems.

Have experience of Manual Handling Techniques.

Organisation Structure



Date…… **Signed**…….....(Employee)

Date…… **Signed**.....(Line Manager)

Date……..... **Signed**……..(Senior Departmental Manager)