

Hertfordshire County Council Job Outline



JOB TITLE:	Community Care Officer / Senior Community Care Officer
GRADE:	H6-H8
REPORTS TO:	Team Manager / Deputy Team Manager / Senior Social Worker
TEAM:	Older Peoples Services
DEPARTMENT:	Adult Care Services

Purpose of the Job

To contribute effectively and professionally to the work of the Adult Disability Service and Older People Services by providing appropriate responses to those in need of support and taking appropriate safeguarding action as and when required.

More broadly to support the delivery of the HCS vision to the People of Hertfordshire so that they feel well informed about what's available to them so they can lead safe, happy and healthier lives in a way they choose. They feel valued and listened to, have independence and a range of positive things to do. We offer the best and most responsive services in the country. These are services our staff feel proud to deliver and would be pleased to receive.

Main Areas of Responsibility

Responding to Need

- Provides professional responses in situations where people need support, handling complexity and ambiguity dependent on experience. Using analytical skills to inform assessment, decision making and interventions
- Undertakes proportionate assessment of people in accordance with current Adult Social Care legislation, providing support, information and advice for those who do not meet eligibility criteria and when appropriate makes appropriate eligibility decisions
- Completes support planning with service users to ensure that outcomes identified at assessment are met through the provision of support, equipment, adaptations and enabling programmes
- Undertakes Mental Capacity assessments, taking on complex cases with appropriate experience and Best Interest decisions where appropriate and applicable



- Actively engages with, assists and provides advice to carers, conducting carer's assessments, to enable them to sustain their caring role.

Ensuring Effective Safeguarding & Risk Management

- Identifies and takes appropriate Safeguarding action when required
- Supports Lead Officers in Safeguarding processes and when experienced, assess and manage risk, knowing how to intervene proportionately and ensuring people are protected from harm, while protecting their human rights
- Effectively assesses and manages risk
- Supports Safeguarding investigations under the direction of a manager, social worker, occupational therapist or nurse.

Addressing Adversity & Social Exclusion

- Provides professional advocacy, acting as the lead professional to provide advice and support when an adult is at risk of social exclusion. Assists people to deal with adverse circumstances such as poor health, poverty, inadequate living conditions; as well as maximising the strength of individuals, their families and their communities.

Promote Independence & Autonomy

- Provides support, acting as the lead, dependent on experience, where a person is constrained by social or family circumstance to achieve a reasonable degree of independence and autonomy
- Uses a person centred approach, developing creative and personalised solutions to assist people to manage their lives independently for as long as possible
- Promotes independence and community wellbeing, choice and control within a personalisation framework utilising universal services and flexibility via the use of self-directed support.

Prevention & Early Intervention

- Supports and co-ordinates interventions acting as the lead professional dependent on experience when a person's health or capacity is deteriorating or likely to deteriorate without intervention and the alternative may be premature admission to institutional forms of care or a legal intervention by the state in the lives of the family.

Demonstrate HCC's Values & Behaviours & Professional Standards

- Carries out duties in a timely and responsive manner, in line with HCC's Values & Behaviours framework
- Maximises efficiencies' in care planning through consideration of charging systems and other funding streams

- Keeps and maintains accurate, up to date service user records, in line with professional requirements and departmental recording methods.

Development of Self

- Maintains accurate and up to date knowledge of resources through continual professional development, supervision and active engagement with local communities
- Takes responsibility for own personal development in line with Personal Development Plan
- In addition, Senior Community Care Officers will supervise Community Care Officers where appropriate as well as mentoring and coaching within the services and contributes to the development of others.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Local Government Association: Standards for Employers of Social Workers & Social Care Workers (England)

Hertfordshire County Council promote the Local Government Associations 'The Standards for Employers of Social Workers and Social Care Workers in England' The purpose of the Standards is to sustain high quality outcomes for service users and their families/ carers/communities. The Standards for Employers are devised into three focal areas:

- Enabling employers to provide a well led professional environment
- Enabling social work professionals to maintain their professionalism
- Enabling them to practice more effectively.

Special Requirements

As a requirement of this role the post holder will need to have a full UK Driving Licence. You will be required to travel to visit clients in their homes and at other venues, and to attend meetings at sites other than own work base.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.



Community Care Officer H6-H7

	Essential Criteria	Desirable Criteria
Qualifications & Knowledge	<ul style="list-style-type: none"> • Clear knowledge and understanding of social and or health care within the community 	<ul style="list-style-type: none"> • A qualification in care work or relevant other qualification • Human rights legislation and how they protect the rights of adults • The integration agenda - Working as part of a multi-disciplinary /multi-agency team • The personalisation agenda and applying creative problem solving to maximise independence
Relevant Demonstrable Experience of	<ul style="list-style-type: none"> • Experience of working within a paid or voluntary care setting • Risk management and positive risk taking 	<ul style="list-style-type: none"> • Working with vulnerable adults & or children within a health and social care setting • Involvement in multi-agency work
Skills & Abilities	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Is empathetic and caring when working with people • Good written and IT skills 	<ul style="list-style-type: none"> • Works within a scheme of delegated authority • Works with complex situations and conflict and resolve people's complaints • Assesses and record eligible and non-eligible needs, drawing on evidence based practice to inform your response
Behaviours	<ul style="list-style-type: none"> • Works within HCC Values and Behaviours Framework • Motivated, reliable, dependable, self-confident with an ability to work autonomously • Promotes independence and community based solutions 	

Community Care Officer H8

	Essential Criteria	Desirable Criteria
Qualifications & Knowledge	<ul style="list-style-type: none"> • Clear knowledge and understanding of social and or health care within the community • A qualification in care work or relevant other qualification 	<ul style="list-style-type: none"> • Human rights legislation and how they protect the rights of adults • The integration agenda - Working as part of a multi-disciplinary /multi-agency team • The personalisation agenda and applying creative problem solving to maximise independence • Ability to assess and record eligible and non-eligible needs, drawing on evidence based practice to inform your response
Relevant Demonstrable Experience of	<ul style="list-style-type: none"> • Experience of working within a paid or voluntary care setting • Risk management and positive risk taking 	<ul style="list-style-type: none"> • Staff or student supervision • Working with vulnerable adults & or children within a health and social care setting • Involvement in multi-agency work
Skills & Abilities	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Is empathetic and caring when working with people • Good written and IT skills 	<ul style="list-style-type: none"> • Working within a scheme of delegated authority • Works with complex situations and conflict and resolve people's complaints • Mentoring, coaching and supervising staff
Behaviours	<ul style="list-style-type: none"> • Works within HCC Values and Behaviours Framework • Motivated, reliable, dependable, self confident with an ability to work autonomously • Promotes independence and community based solutions 	

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

