

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 7PCS | Role Title | Senior Social Care Assistant |
| Grade | PS7 | Reports to (role title) | Assistant Team Manager or Area Reablement Manager |
| | | Directorate | AWHP |
| | | Service | |
| JE Band | 228-268 | Team | Social Care Team |
| | | Date Role Profile was created | Sep-25 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | <p>To provide a social care service to the residents of Surrey in line with the Care Act.</p> <p>In partnership with individuals, carers, professional staff in other agencies and service providers to establish arrangements and services that meet their assessed needs and promote independence, choice and control.</p> <p>Promoting independence, choice and control is at the heart of this post. Post holders will therefore work in a person-centred way proactively seeking to empower people and maximising their potential for independence.</p> <p>They may be the first point of contact with the service if based in the Connect to Community Team, gathering initial information, providing guidance, initiating, carrying out, or supporting people with social care assessments as well as signposting them to other services a range of providers including district and borough councils, family, friends and the community, and other agencies such as NHS Continuing Healthcare, Carers support groups, charities, etc.</p> <p>In an Area Team they will be managing caseloads of individuals and carers where the support plan has been put in place, they may need to closely monitor or frequently review interventions to minimise and manage risk.</p> <p>To ensure that independent advocacy services are sought when required to enable engagement in the assessment process.</p> <p>In an Area Team they will carry out reviews ensuring that everyone with a support plan in place has the opportunity to reflect on what is working, and what needs to be changed and can do so in a person centred outcome focused way.</p> <p>To actively promote wellbeing and independence, to enable individuals and carers to retain or regain their skills and confidence and prevent or delay deterioration.</p> <p>To assist individuals, carers and families to develop proportionate support plans to meet the outcomes identified using family friends and community support and local authority funding where eligible needs are identified. To actively encourage involvement in the support plan.</p> <p>To engage effectively with families to facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>To complete NHS continuing health care check lists when it is appropriate.</p> <p>To understand and apply the Council's duties and responsibilities for safeguarding adults with care and support needs as they apply to the role.</p> <p>To understand and apply the Council's duties and responsibilities for safeguarding children and young people as they apply to the role.</p> <p>To understand and apply the Council's duties and responsibilities for preventing and detecting crime, including countering terrorism and reducing risks of radicalisation, as they apply to the role.</p> |
| Work Context | <p>The postholder will be working in Adults, Wellbeing & Health Partnerships (AWHP) and will be based in either:</p> <p>The Connect to Community (C2C) team which provides a single front door for new contacts in the east or west of Surrey. The key components of C2C are strengths-based conversations, carer support, triaging safeguarding enquiries, tech enabled care, referrals to reablement, provision of OT support, community information and housing advice.</p> <p>An Area Based Team in the east or west of Surrey which provides a duty, assessment (needs, carers, MCA, OT step 5) and review (community/ care homes/ carers/out of county) function. There are specialist Area Based Teams delivering Learning Disabilities & Autism or Mental Health services.</p> <p>One of 5 acute hospital teams providing 7 day 8.00am – 8.00pm social work and social care support to individuals, carers and families involved in discharge from hospital.</p> <p>They will be required to work flexibly to support the operational needs of the wider service as required.</p> <p>Surrey has both urban and rural areas and the postholder will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for individuals who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p> |
| Line management responsibility if applicable | None, but may take an advisory role with less experienced colleagues as required. Supervision will be provided. |
| Budget responsibility if applicable | None, but will make recommendations for the provision of services in line with the budget determined according to the assessment of needs. |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family if applicable | <p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <ul style="list-style-type: none"> • Uphold the values and behaviours of the organisation. • Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. • Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. |
| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to make recommendations for the provision of services in line with the budget determined according to assessment of needs. • Good IT skills, including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>A minimum of 5 GCSE's or an NVQ level 2 or equivalent in social care and relevant experience in a health or social care setting. A satisfactory DBS will be required.</p> <p>A basic understanding and knowledge of the structure, function and legislative context of Adult social care services, including the Care Act in terms of personalised outcomes, prevention and wellbeing and the Mental Capacity Act and how it informs effective social care practice.</p> <p>An understanding of common health conditions and the implications of these on an individual's wellbeing including the impact of disabling barriers that prevent individuals from accessing essential support and services.</p> <p>Experience of gathering information and decision making to support individuals through the assessment, support planning and review process whilst managing risk and recognising safeguarding concerns.</p> <p>Experience of using organisational skills to manage large volumes of work in a fast paced and changing environment, maintaining attention to detail and using a person centred, professional approach to work.</p> <p>Ability to communicate and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner.</p> <p>Ability to use assessment procedures in response to the presenting needs of the individual and carer, to ensure that a proportionate assessment is completed in a way that enables them to maximise their participation and identify their outcomes.</p> <p>Ability to work on own initiative determine priorities, with guidance from others, respond flexibly to changing priorities and maintain accuracy and attention to detail.</p> |
| Role Summary | <p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area. Graduate trainees start at this level.</p> |