

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Social Care Assistant
Grade	PS6	Reports to (role title)	Assistant Team Manager
		Directorate	AWHP
		Service	
JE Band	192-227	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.

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>Enabling individuals and carers using assessment to identify and develop care and support plans to meet their needs, identifying where appropriate, a range of providers including district and borough councils and family, friends and the community, and referring to other agencies such as NHS Continuing Healthcare, Carers support groups, charities, etc.</p> <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, with an appropriate level of support, 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>With an appropriate level of support, assessing for and recommending basic daily living equipment, including telecare. Demonstrating where appropriate the use of equipment to individuals and carers.</p> <p>To ensure that independent advocacy services are sought when required to enable engagement in the assessment process.</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 facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>To signpost individuals with reablement potential to appropriate services for assessment and support.</p> <p>To understand and explain basic financial information clearly to a wide range of people including a clear explanation of the use of direct payments so that informed decisions can be made.</p> <p>To take part in all aspects of the team function, including duty and signposting.</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. Supervision will be provided.
Budget responsibility if applicable	None, but may 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	<p>Risk Management</p> <ul style="list-style-type: none"> Contribute to risk awareness in carrying out duties and raise issues where appropriate. Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. 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"> Build effective relationships internally and externally on day-to-day service issues. Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> Assist in the induction of new staff and by sharing expertise and knowledge within the team. May oversee and guide more junior staff. <p>Duties for all</p> <ul style="list-style-type: none"> Values: To 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 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. 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 social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. Ability to present options and choices and support others to come to their own conclusions Numeracy skills and the ability to understand and explain basic cost information. Good written and oral communication skills with the ability to build relationships with a range of stakeholders. Competent in a range of IT tools including databases and MS Office. Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. Ability to plan and prioritise own work in the context of conflicting priorities. Ability to work effectively and flexibly as part of a team Ability to guide and support less experienced or more junior colleagues. Experience of working with the user group. Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>For this role we will accept a minimum of 5 GCSE including English and Maths at grade A-C 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.</p> <p>An understanding of some of the common health conditions and the implications of these on an individual's wellbeing.</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 understand the forms of harm and their impact on people and to identify safeguarding concerns. With support and guidance able to undertake work related to safeguarding concerns.</p> <p>Ability to take personal responsibility for clear recording of decision making used in case work, maintaining up to date case work records on the database as required by Surrey County Council's Adult Social Care Directorate's Data Protection policies including the principles of confidentiality and the importance of complying with confidentiality policies within the service.</p> <p>Ability to co-operate and work well with others, support colleagues both within and outside of the team and contribute to the successful achievement of team goals, sharing information and learning whilst supporting others.</p> <p>Experience of managing and prioritising a work load in a fast paced changing environment. Experience of using organisational skills, maintaining attention to detail, and using a person centred, professional approach whilst working with the public.</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers.</p> <p>They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>