

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Adult and Community Services	SERVICE GROUP: Operational Services
POST TITLE: Community Care Officer	REPORTS TO: Team Manager
GRADE: Band 8/SO1 Level 1 – scp 17 – 20 Level 2 – scp 20 - 25 Progression bar to move beyond scp 22 must have Diploma Level 3 or equivalent	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post: Max 3 sentences
<p>Will contribute to the success of the organisation by: -</p> <p>Contribute to the provision of Social Care Services in the Community and other settings. Assessing and/or evaluating the needs of working age adults, older people and carers including young carers, identifying & facilitating appropriate options to meet the outcomes of the individual,</p> <p>Undertaking assessment, support planning and reviewing within Council policies and procedures.</p> <p>Ensuring that statutory provisions are met and the standard and quality of support is appropriate and meets Department Policies and guidelines.</p>

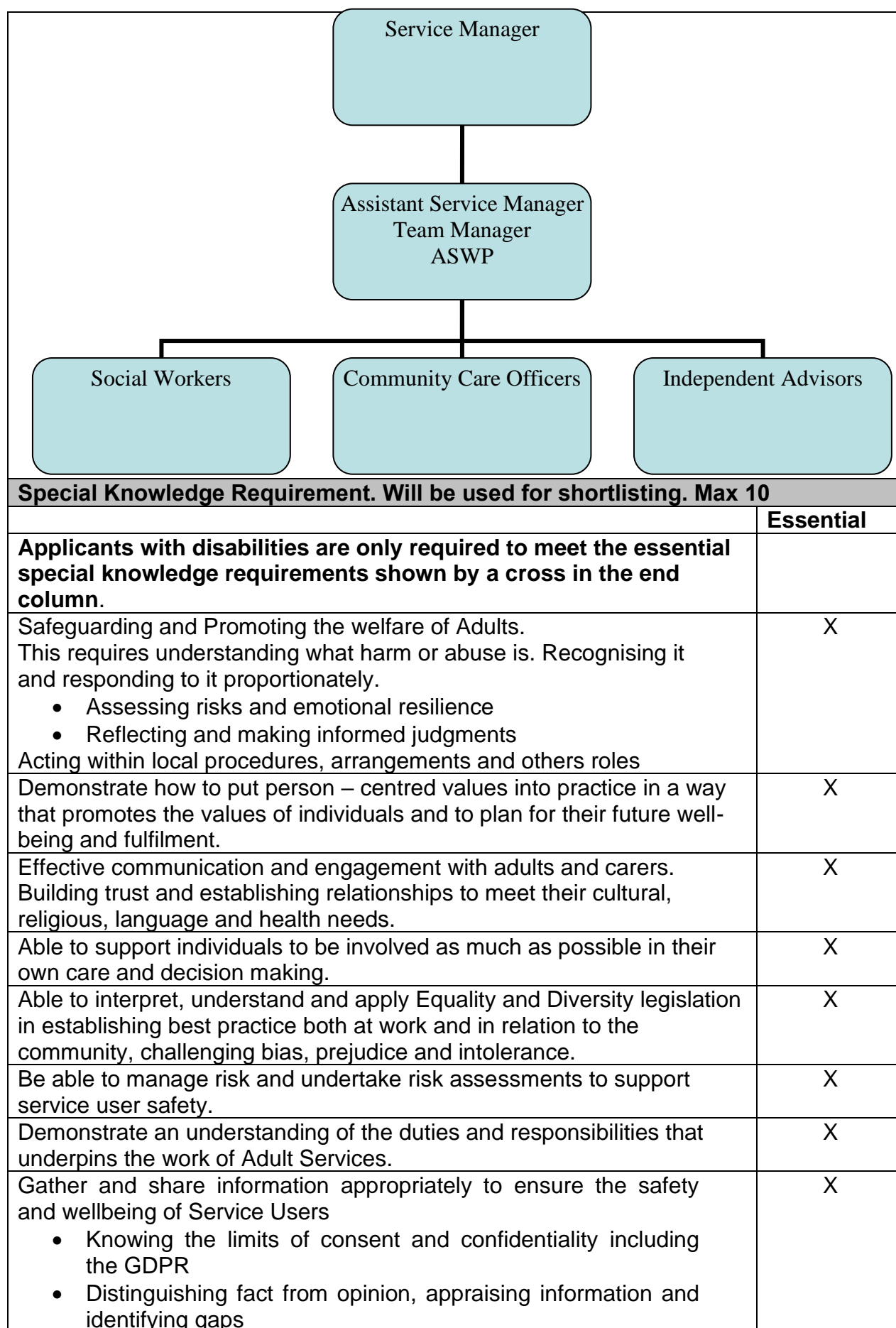
Main Responsibilities of Post: Max 15 Bullet points

1. Within the framework of legislation and professional guidance to undertake outcome focussed assessments in respect of service users, their carers and wider families. This work will be undertaken with access to regular supervision and advice. It will not require decisions in respect of the exercising of legal powers and duties leading to the loss of liberty of service users. To ensure that risks to service users and carers are identified and ensure they are managed within Policy guidelines.
2. Promoting independence and Home First Vision, design a package of services tailored to meet the assessed needs of individuals and carers ensuring every Pound Counts when adding service lines to the system in consultation with your manager, including the provision of aids to daily living, relating these to the policies and priorities of the Department and agreeing with the individual, the objectives of any intervention.
3. Work in partnership with other agencies and organisations in line with the responsibility outlined above for e.g. to carry out continuing health care checklists and assessments to determine outcome regarding eligibility for NHS funding and to attend decision support tool meetings to make joint decision with health colleagues, provide detailed information to manage disputes in order to fulfil the provisions of a social work service. Maintain contact with a wide range of statutory and voluntary sector professionals for information exchange, the exercise of judgement and in order to influence outcomes in case planning and decision making. Working within legal process and statutory functions including but not exclusive to the NHS Legal Framework and Care Act 2014.
4. At the discretion of the Team Manager, work in partnership with colleagues and relevant qualified professionals in order to fulfil the provisions of a social work service. With appropriate support and training to carry out duties commensurate to the role.
5. To negotiate the most appropriate ways of achieving Strength based objectives identified and to liaise with other professionals and agencies involved in the provision of support for service users, incorporating them into an individual support plan. To ensure service users and carers as appropriate have copies of plans and these actions are recorded appropriately.
6. To monitor, review and reassess support plans and refer back concerns about service provision (in-house and external) to enable appropriate action to be taken and to ensure the needs of the individual are being met. To be responsible for agreeing variations to support plans within agreed parameters.
7. To be aware of the different ethnic and cultural needs of the local population. To develop ethnically and culturally sensitive support plans, seeking advice as appropriate. Highlighting unmet needs in service provision.
8. Maintain clear, concise, up to date confidential records and information, including financial assessment information and applications made to financial protection team. To complete and maintain statistical information within

established procedures in relation to service users adhering to GDPR.

9. Level 2 CCOs are expected to complete risk assessments, contribute to multi-disciplinary assessments and participate in planning meetings to include completing mental capacity act assessments and best interest decision assessments with appropriate support and training.
10. To develop and maintain up to date knowledge and good working relationships with a range of community support services in the Bradford area. Contribute to community led support and undertake and participate in developmental roles,
11. To participate in staff meetings and support positive communication between team members. Contribute to and promote the development of practice, taking the initiative to test new approaches & contribute to the learning of others including mentoring (i.e. new starters/ASYE). Adhering to the Bradford Behaviours, Departmental Health & Wellbeing strategies locally and nationally.
12. To provide information on any complaints and concerns as directed by the team manager and provide reports and draft responses within the Council's complaints procedures.
13. required to undertake assessments in various settings of individual's needs. to provide information, advice, support and carry out preventative work to achieve required outcomes utilising Strength based approach as outlined in the Care Act 2014
14. Level 2 CCOs are expected to provide support to individuals who may be significantly at risk as identified within Section 42 of the Care Act 2014. To be responsible for a caseload of vulnerable people. Provide ongoing professional support. To raise safeguarding concerns as required in order to attend to preventative work. Assisting social workers to carry out statutory duties; i.e. to support the investigating officer in carrying out the West Yorkshire Safeguarding Protocols.
15. Level 2 CCOs are expected to participate in a duty system with overarching support from the Duty Manager.

Structure:



Competency Based Job Profile

<ul style="list-style-type: none"> • Being open and honest about information sharing with adults and carers • Writing reports clearly and ethically. 	
Able to work with service information systems e.g., SystmOne, ESS and Evolve demonstrating an understanding of GDPR and rules governing confidentiality in relation to ICT.	X
<p>Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public – where the person is able to demonstrate that they can during the interview's</p> <p>a) can express themselves fluently and spontaneously, almost effortlessly</p> <p>b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language</p>	X
Demonstrate the ability to safeguard human rights and promote the wellbeing and welfare of adults i.e. understanding to delay and prevent the need for care and support, responding proportionately to perceptions of risk, critically reflective practitioner applying evidence, informed practice and acting within local procedures, arrangements and others roles.	X
Demonstrate extensive knowledge of the Care Act 2014 especially in relation to Section 1, 2 and 10 the duty to promote wellbeing and to delay and prevent the need for care and support, ensuring that people are able to remain happy, healthy and at home	X
Able to support individuals to be the decision makers, developing their own support plans which uphold their wishes, feelings and beliefs.	X
Be able to work in ways that support equality and inclusion, to reduce the likelihood of discrimination	X
<p>Partnership Working – Working with others within the service and external partners to put adults and carers at the heart of decision making.</p> <ul style="list-style-type: none"> • Communicating well, sharing appropriate, succinct, objective information and analysis to aid joint decision making • Being proactive, persistent and prepared to challenge and be challenged <p>Knowing the 5 statutory principles of the Mental Capacity Act, the right of the person to be the decision maker, your responsibilities as their practitioner advocating for their rights and others roles and joint procedures</p>	X
Be able to positively enable risk and ensure that any decision taken is in the person's best interest and is the least restrictive option.	X
Demonstrate an understanding of the duties and responsibilities that underpins the work of Adult Services	X
<p>Demonstrates an advanced understanding of the departments approach towards safeguarding the human rights of adults</p> <p>This requires understanding how to undertake a safeguarding</p>	X

adult's enquiry under Section 42 of the Care Act. <ul style="list-style-type: none"> Assessing risks and emotional resilience Reflecting and making informed judgments Upholding the Mental Capacity Act and the principles of Making Safeguarding Personal so that the person determines their own outcomes Acting within local procedures, arrangements and others roles	
Able to gather and share information appropriately to ensure the safety and wellbeing of Service Users i.e. knowing the limits of consent and confidentiality including GDPR, distinguishing fact from opinion, appraising information and identifying gaps, being open and honest about information sharing with adults and carers and writing reports clearly and ethically.	X
Uses a range of specialist IT systems across own work area and/ or across other areas of work.	X
Use, interpret, analyse and communicate complex information from a variety of sources.	X

Relevant experience requirement: Will be used for shortlisting
CCO Level 1 - Minimum of one years' experience in Health or Social care CCO level 2 minimum 3 years' experience in Health or Social care
Relevant professional qualifications requirement: Will be used for shortlisting
CCO Level 1 – NVQ level 2 Health and Social Care or equivalent qualification or demonstrable experience to operate at this level. CCO level 2 – To progress beyond scp 22, must have a Diploma level 3 in the relevant specialism or equivalent qualification. Any other specialist qualification as required by the specific service area. Opportunities to undertake Level 3 and Level 4 Diploma in your related field.
Core Employee competencies to be used at the interview stage.
Carries Out Performance Management
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.
Communicates Effectively
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and

any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face and adheres to Bradford Behaviours/RESPECT Programme		
Working Conditions:		
Working in line with the CBMDC New Ways of Working /Hybrid policy.		
Must be able to work evenings, weekends and bank holidays as required by the needs of the service.		
The normal pattern of working would be five days over a seven-day period.		
Must be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
No contra-indications in personal background or criminal record indicating unsuitability to work with vulnerable adults/young people/ /finance (DBS check required as appropriate).		
Hold a current driving licence (unless a disability prevents this) and appropriately insured (e.g. business use).		
Compiled by: NS	Grade Assessment	Post Grade:Band 8/SO1
Date: 26 August 2022	Date:15/12/22	