

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Health Wellbeing and Adults

DIVISION: Operations

JOB TITLE: **Health & Wellbeing Assessor (Integrated Care Networks - ICN)**

ROLE PROFILE

Job Title: Health & Wellbeing Assessor (Integrated Care Networks)

Department: Health Wellbeing and Adults

Division: Operations

Grade: Grade 8

Reports to: Team Manager

Responsible for: No direct line management responsibilities

Role Purpose and Role Dimensions:

Croydon council is taking a place based approach, focusing on localities, prevention and early intervention, and taking a whole family, strengths based community led support (CLS), approach; working alongside residents and their families to maximise their life chances and outcomes. This role operates within that context.

Working in localities, focusing on prevention and early intervention, and taking a whole family, strengths based community led support approach, work alongside residents and their families to maximise their life chances and outcomes.

Using the Community Led Support resource wheel and other strengths based, person centred resources, hold good conversations with people in places where they feel most at ease, such as community venues to help people identify their strengths, gifts and abilities and those of their families, friends and communities.

Help to connect people with people and with communities to support a good life. Co create support plans with people that enhance their strengths and help achieve their ambitions. For those who have eligible care and support needs as defined by the Care Act 2014 that require statutory or paid support, help to arrange that in ways which support peoples' own strengths and those of their families friends and community.

The role is responsible for holding good conversations to help

people identify their strengths and those of their family and friends, to identify what matters most to people and to connect people to people and to community assets.

The post holder will work as a member of the Locality based, Integrated Care Teams as part of the Older Peoples social care service, enabling people to gain or maintain independence at home and achieve their full potential.

This role tangibly contributes to providing advice and support, empowerment, independent living skills, and opportunities that promotes people reaching their full potential as individuals and offering early help that prevents or delays crisis.

The post holder will provide skilled support to residents as part of a multi-disciplinary team which includes Social Workers, Delivery leads, Occupational Therapists, Mental Health and other services. The role includes being a Trusted Assessor whereby assessments can be undertaken on behalf of a range of professionals. The teams work closely with the community and voluntary sector to provide additional opportunities.

The post holder will be based in the Older People's social care at Bernard Weatherill House but will be expected to work autonomously in a variety of community settings and/ or in the person's home

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Residents including those contacting the council for advice or support, people receiving services and their families. Mental Health, Nurses, Therapists, GPs. Voluntary and community providers.

Key Internal Contacts:

Adult Social Care, Occupational Therapists, Housing, Welfare services, Financial Assessment, Direct Payments

Financial Dimensions:

Ordering of equipment and services

Key Areas for Decision Making:

Trusted Assessor Assessment

Other Considerations:

The council operates across a 6 day week however working

across this period is not currently required for this post. Should this change in line with other services, you will be consulted in the normal way. You must hold a clean driving licence or be able to travel independently across the Croydon borough.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

Duties and Responsibilities

Trusted Assessor - Carry out a complete holistic assessment within the person's home, community or hospital setting using the integrated initial assessment.

This will involve:

- For those in the Community, working as the first point of contact for information and advice regarding Adult social care, hold good conversations with people focussing on their strengths and those of their families, friends and neighbours.
- **Relevant only to out of borough hospital, LIFE (CUH).** For those hospital based, working as a trusted assessor identifying the appropriate discharge pathway as part of Croydon's Discharge to Assess model.
- Signposting people to appropriate services and supporting them to make connections, or carrying out a trusted assessment for social care with the resident.
- Working as a Trusted Assessor on behalf of a range of professions to identify a person's strengths and build

on these with connections and solutions that enhance their independence and quality of life

- In the community, identifying independent goals with individuals that promote people reaching their full potential.
- Offering creative solutions that offer the resident a solution that meets their needs whilst respecting the principles of the policies and procedures
- Being able to assess for and prescribe simple solutions including basic equipment to meet the person's needs.
- Carrying a caseload and be part of a multidisciplinary team, providing good conversations, triage and strength based assessments, support planning and 1:1 interventions.
- Connecting people to people and people to community organisations including low or no cost options
- Being required to assess the strengths and the level of need, complete risk assessments and support plans/ goal with families, individuals, and relevant professionals as required, to determine the level of assistance to be provided directly by the Council.
- Raising any issues or concerns to the attention of Social Workers or management in accordance with Safeguarding procedures and policy.
- Supervising the tasks of Health & Wellbeing officers
- Being required to attend and contribute to multidisciplinary team meetings, team meetings and assist and support the other members of the team.
- Working with others to develop rapport with people and encourage their interest and participation in a manner which promotes dignity, self-esteem and choice. This requires empathy, sensitivity and good interpersonal skills.
- Keeping accurate and up to date records of the person being supported in line with departmental standards and standards for record keeping.
- Being required to use the Trust/ Council IT systems to enter the person's data, activity, service evaluation and any other relevant data collection.
- Being required to participate in 121 and supervision arrangements organised by the line manager

Safeguarding Children and Vulnerable Adults - comply with the policies, procedures and protocols

This will involve:

- Ensuring you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensuring you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensuring you are familiar and comply with local protocols and systems for information sharing.

- Knowing the appropriate contact numbers and required reporting lines.
- Participating in required training and supervision.
- Complying with required professional boundaries and codes of conduct

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Health & Wellbeing Assessor (Integrated Care Networks)

Essential knowledge:

- Understand and have a commitment to the principles of equal opportunity and diversity
- Understand and have a commitment to the principles and practice of the community led support approach and strength based practice
- Demonstrate a commitment to the delivery of services in Croydon which are reflective of the cultural needs of the Croydon people
- Knowledge of the roles of the Multidisciplinary team in the community
- Understand the key role of voluntary and community groups and organisations as partners in supporting people to have a good life
- Knowledge or a willingness to develop knowledge of community based assets
- Understanding of the nature and importance of confidentiality
- Understanding of principles of promoting independence
- Child and adult protection needs and action to take in event of concerns

Essential skills and abilities:

- Ability to communicate effectively, hold good strength based conversations with people, listening to others, reflecting and sharing information in an appropriate form
- Take personal responsibility for supporting and resolving enquiries raised by the resident within agreed boundaries
- Promote choice, well-being and the protection of all individuals
- Good IT skills – familiar with use of Microsoft Office and electronic record systems,
- Respond flexibly to the demands of the post
- Good time management skills, ability to prioritise work, punctual and reliable
- Natural ability to build effective working relationships with colleagues and gain trust of people receiving services
- Show a capacity to be proactive, work autonomously and the ability to keep calm under pressure

Essential experience:

- Experience of working in a Community health or social care setting or experienced in providing advice.
- Minimum GCSE or equivalent in Maths and English, Grade C or above
- Willingness to undertake further training relevant to this post

Desirable

- Certified in all mandatory care courses (moving & handling, MCA, DOLS, Medication)
- NVQ 3 in Health and Social Care or Healthcare practice Foundation degree

- Dementia trained and have experience in supporting or caring for people with known or suspected dementia
- Previous experience as a practitioner in a relevant area

Special conditions:

The council operates across a 6 day week however working across this period is not currently required for this post. Should this change in line with other services, you will be consulted in the normal way. You must hold a clean driving licence or be able to travel independently across the Croydon borough

Updated February 2021 (Community Led Support)