

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Case Management Officer	Grade:	SO1
Reports to (Designation):		Grade:	
Directorate:	Community Services	Section:	Adult Social Care

Main Purpose of the job:

1. To support vulnerable adults to make informed decisions and choices in their use of resources, support and services, with the aim of sustaining or improving their quality of life and well-being.
2. Work as part of Lewisham's model of Integrated Health and Social Care, with multi-disciplinary teams including the voluntary sector, to promote independence and personalisation.
3. Act as a main point of contact for residents and their unpaid carers, supporting them to maximise their independence, and make the most of personalisation and community resources.
4. To arrange, where appropriate, quality community based packages and other services for Service Users and their Carers which represent Best Value for the borough and the NHS CCG. (Support plans- packages and care home placements will be brokered through the Arranging Care Team)
5. Help people help themselves or one another through initiatives to facilitate and support increased individual and community capacity, social inclusion and community networks, reciprocal support and sustainable caring roles by taking a strength based approach to case work.

Summary of Responsibilities and Personal Duties:

- To be the key point of contact within Health and Social Care services for eligible clients completing assessments and reassessments of need / resource entitlement within the context of a strength based approach.
- Provide high quality information to vulnerable adults, carers and relevant stakeholders in order to promote wellbeing and prevention initiatives.
- Work in partnership with appropriate health, housing and community stakeholders for the benefit of vulnerable adults around i.e. signposting, referrals, multi-disciplinary working, joint assessments and relevant meetings.
- Develop personalised support / care plans with individuals, their unpaid carers and other stakeholders as appropriate. Or, to act as a point of contact for the client, their unpaid carers or an external support planner / broker who may be developing the support plan.
- Putting the person at the centre of the process, facilitate the selection of support services, activities or other routes to achieve outcomes and meet needs.

- Support people to find creative, individual and efficient ways of solving problems or challenges in their lives, including strengthening family or social connections.
- To promote self-directed support and direct payments to all service users and carers.
- Assist people to make their plans happen by signposting or researching and providing information about local services and opportunities, and negotiating with service providers on people's behalf if required.
- Provide people with, or signpost them to, information on rights, choices, self-management, non-statutory support and other provisions which may assist in their well-being.
- To be aware of, and adhere to all legislative requirements, and maintain an up to date knowledge of the care market.
- To ensure all provisions are brokered within the Joint Commissioning and Procurement Frameworks.
- Manage the recording and administration around assessment and planning and agreeing care provision through up to date, thorough and accurate recording on relevant IT systems as required.
- Steer people's support plans through the authorisation process including panels and other funding bodies.
- To undertake assessments and re-assessments in line with the Care Act 2014, to ensure that the support in place is meeting assessed needs and that service users continue to meet the Care Act 2014 Eligibility Criteria.
- To assess, issue where appropriate, and assist in process for major and minor adaptations, equipment and completion of housing needs or void property reports where relevant.
- To teach the safe use of equipment, assistive technology or adaptations to increase or maintain people's independence where relevant.
- Undertake service user/carer reviews periodically and as required against outcomes and ensure people are maximising their independence and use of non-statutory services.
- Ensure clients are aware of processes in changing support, raising concerns about providers, complaints processes and awareness of safeguarding.
- Ensure that clients are aware of the Adult Social Care Charging Policy and refer as appropriate for financial assessments.
- Identify debt management concerns during interventions and raise as appropriate in partnership with the Financial Assessment Team and Debt Recovery.
- Provide general information and advice on related areas, including referring to Welfare Benefits, Housing, financial and other support service agencies, signposting as appropriate
- To recognize where social work or occupational therapist (or other professional) involvement is required and to refer issues that are beyond the scope of the post to a supervisor.

- To undertake regular risk assessments and help service users devise risk management strategies.
- To participate in the review and development of quality assurance systems within the unit.
- Act in accordance with the Council's safeguarding responsibilities, raising safeguarding concerns, where appropriate; and contributing to safeguarding enquiries and the implementation of safeguarding plans.
- Enable people to access local health, work, training and recreational opportunities and to have a positive role within the community.
- To adhere to relevant statutory legislation and guidance, departmental policies and procedures in relation to professional and administrative matters.
- Keep robust and timely records in line with relevant organizational procedures and legislative requirements for managing information.
- Communicate effectively and appropriately with people who have communication requirements or language barriers so they have equal access to opportunities.
- Work across the borough as necessary and in line with the needs of the service.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Consideration will be given to making reasonable adjustments for a disabled post holder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Internal Contacts: These include

Service Users and Carers
 Service Directors
 All clinical and non-clinical staff within the Division
 Service General Managers (LBL, LHT, CCG)
 Heads of Departments (LBL, LHT, CCG)
 Heads of Professions
 Trust Board, Executive and Management Team

Finance, HR & Training Staff
Mental Health Staff
Community Connections Staff

External Contacts: This will include:

All Commissioning bodies
NHS London (Strategic Health Authority)
General Practitioners
Lead for District Nursing, Clinical Leads, NHS Staff
Other Local Trusts/Providers
Educational Bodies
Voluntary Bodies
Other Relevant External Agencies
Advocates

PERSON SPECIFICATION

JOB TITLE: Case Management Officer

POST NUMBER:

DIRECTORATE: Community Services
Adult Social Care

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities	
Commitment to implement the Council's Equal Opportunities policies.	S
Awareness of Equal Opportunities /diversity issues in an adult care context	S
Knowledge	
Of assessment procedures, good practice and asset based interventions	
Of support planning and personalised outcomes	S
Of arranging and securing personalised services	S
Of key statutes and guidance underpinning adult social care services including financial assessment and charging	S
Of The Care Act Eligibility Criteria and its application, and other relevant legislation appertaining to the role	S
Of personalisation in Adult Social Care and central government guidance for self directed support for disabled and older people	S
Knowledge of preventative and reablement approaches that improve independence	S
Knowledge of the integration agenda, including the reduction, duplication and delaying needs	
Understanding of safeguarding, deprivation of liberty, and dignity in care as applicable to vulnerable adults using social care and health services	S
Knowledge of the physical and psychological needs of vulnerable adults and their carers	S
Knowledge of the role of social workers, occupational therapists and other professional staff within the health and social care context	

Knowledge of the range of statutory, voluntary sector, and community based universal services that can support vulnerable adults.	S
Aptitude	
Able to innovatively plan support and design personalised care solutions for service users and carers.	
Able to assess and manage the range of risks that vulnerable adults may experience.	
Able to work in partnership with service users, carers and colleagues	
Able to present accurate case information verbally and in writing to service users, carers, colleagues and managers	
Able to work within a pressured environment using time effectively to meet individual performance targets	
Ability to recognize the limits of own accountability and responsibility, and to seek appropriate support, advice and supervision	
Able to work as a member of a team	
Skills	
Observational skills to review and update the assessed social care needs of vulnerable adults	
IT skills across a range of systems and tools e.g. social care client database, e-mail, internet based programmes, word processing.	
Strong literacy / numeracy skills and report writing skills	T
Influencing and co-ordination skills to ensure that support services are provided in a timely fashion	
Organisational skills to arrange own work time taking account of progressing urgent work appropriately within a mixed caseload	
Good communication skills to be able to communicate with service users carers and professional colleagues verbally and in writing	
Experience	
Extensive experience of working in a health or social care environment	S
Extensive experience in working with Service Users and their carers, including working with young people age 14-25 if this is the role in question.	S
Experience of promoting service user independence through the use of equipment, assistive technology, and/or using a reablement approach	S
General Education	
Evidence of formal development within the field of health or social care, to equivalent of NVQ 3 level, or equivalent experience.	
Personal Qualities	
Commitment to underpinning ethical values of service delivery to vulnerable adults, and the principles of personalised social care provision	
Adaptable and willing to work flexibly in the best interest of the service user or carer	

Circumstances	
Able to attend occasional evening/ weekend appointments if required	
Post holder may be required to work public holidays and/or weekends	
Physical	
Generally candidates must meet standard Lewisham requirements for the post.	

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