

Access and Support Officer Job Profile

Job Title: Access and Support Officer – Adult Social Care Neighbourhoods

Job Grade: Level 3 Zone 1

Salary Range: £33,789 - £38,465 (Subject to Experience)

About Camden

Camden is building a place where everyone can thrive, by making our borough the best place to live, work, study and visit. We are not just home to UK's fast-growing economy; we are also home to the most important conversations happening today. We are making radical social change a reality, so that nobody gets left behind. Here in Camden, you can help develop a better future for us all.

About the role

In this role, you will work as part of a multi-disciplinary group of professionals who use their collective skills sets to assess and plan interventions with vulnerable Camden residents as well as their families and other support networks. This role is integral in the integrated setting, and you will contribute your unique expertise and skill set to provide holistic support to those in our communities who need it most.

At the core of the role is the unique ability to develop long term relationships with people and their support networks to help them build the lives that really matter to them and to maintain good health. Your approach will need to be strength – based in nature with a strong focus on the core values of your role as well as being recovery focused.

At times, unexpected events and crisis may arise and your ability to recognise and respond to signs of harm, abuse and neglect is pivotal in keeping those who are most vulnerable safe from harm whilst avoiding unnecessary admission to hospital whenever possible.

You will have opportunities to contribute to a culture of shared learning and development within the team, and to inform models of practice across the service, whilst embedding strengths-based practice in reviews within Local Authority

About you

You will be responsible for taking and responding to calls from the public, providing screening input, information and advice and appropriate escalation when required.

You will undertake scheduled assessment and reviews of customers as appropriate working with the customer to think creatively about alternative support options, with a focus on promoting independence wherever possible.

You will consider the customers' needs and the value of reablement intervention from the persons physical disability, functional, sensory and emotional perspective and assist them with all aspects of housing allocations and resettlement process as necessary.

Work Environment:

You will work flexibly across the service responding to changes in demand and move location in order to achieve a seamless management response and work in any area according to the needs of the service.

You will manage a constantly varying workload, handling changing or conflicting priorities as a result and work with people with complex and challenging needs in a demanding and stressful environment.

People Management Responsibilities:

This role does not involve people management responsibilities.

Relationships:

You will work with adult social care colleagues to facilitate excellent service delivery to users in an integrated way across all social care services and understand the role of other services in supporting social care residents and being able to influence their work, in partnership where that would help the resident.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.