

Job Profile: Access & Support Officer

This supplementary information for Access & Support Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family for Adult/Social Care at Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide flexible resource across a range of activities in the adult social care teams to ensure all requests for advice and assistance that come into the service can be dealt with promptly and efficiently; to provide extra assistance to social workers in those cases that require it and that attention is paid to those customers who are receiving a service but do not need ongoing social work support.

To assist vulnerable adults to: overcome barriers to their independence; receive personalised support that enables them to meet their assessed needs; are protected and safeguarded and are effectively managing their own risks and capacity.

Example outcomes or objectives that this role will deliver:

- Take and respond to calls on Access and Support or any of the Locality duty desks
- Undertake scheduled Reviews of customers as appropriate working with the customer to think creatively about alternative support options, with a focus on promoting independence wherever possible
- Undertake quality assurance reviews of residential settings, sharing this information with colleagues
- Work with Social Workers and Occupational therapists to provide practical support and assistance where this will help address the needs of customers
- Provide practical support to address delays in the service, promoting effective joint working and drawing in other agencies and organisations that could assist the customer
- Commission packages of care and equipment if required, using a flexible and creative approach to care provision
- To build strong relationships with specialists, support groups and networks to strengthen support available to service users and their families
- To respond flexibly to the needs of the team, carrying out any duties as identified by the team manager
- Provide support to customers in identifying and maximising community and other support resources (e.g. family, friends and neighbours)

- Provide practical assistance to vulnerable adults, their families and carers in self assessing their own needs, risks and capacity, identifying safeguarding issues and potential solutions, and referring up any significant issues where resolution cannot be achieved with the customer or their family/support network.

People Management Responsibilities:

None

Relationships:

- Work with adult social care colleagues to facilitate excellent service delivery to users in an integrated way across all social care services
- Understand the role of other services in supporting social care customers and being able to influence their work, in partnership where that would help the customer.

Key job titles/groups that the jobholder works with on a regular basis:

- Team Managers, Lead Practitioners Occupational Therapists and Social Workers in Adult Social Care
- Colleagues in the health service (e.g. GPs, District Nurses, members of multi-disciplinary health teams) and housing division of HASC
- Other organisations particularly those in the voluntary and community sector

Work Environment:

The postholder will be expected to:

- work flexibly across the service responding to changes in demand and move location in order to achieve a seamless management response
- manage a constantly varying workload, handling changing or conflicting priorities as a result
- work to deadlines to ensure a regular throughput of work individually and by the team as a whole
- work with customers with complex and challenging needs
- work in a demanding and stressful work environment

Technical Knowledge and Experience:

KNOWLEDGE

Essential

- Understanding needs of social care customers and their carers

Desirable

- Knowledge of local health, housing and community provision for customers
- Understanding of the hospital discharge process and the impact on service users
- Changes to legislation and practice particularly in relation to health provision as it affects social care

SKILLS

Essential

- Ability to assess the needs of service users whilst balancing risk with the promotion of independence
- Ability to communicate effectively with colleagues and partners from other organisations and agencies around the needs of social care customers
- Ability to work flexibly, juggling priorities and adapt to changes in demand in the service
- Ability to balance conflicting priorities; work under pressure to deadlines whilst maintaining a focus on key service priorities

Desirable

- Ability to work within budgetary constraint
- Able to integrate an equalities, social inclusion and valuing diversity approach to service delivery

EXPERIENCE

Desirable

- Experience of working within a social care or health setting
- Experience of providing advice and information to members of the public
- Experience of working with, or caring for, adults in a paid or voluntary capacity

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Structure Chart

