

Job Profile

Job Title: **Access and Support Officer (Camden's Learning Disabilities Service, First Contact)**

Job Grade: **Level 3, Zone 1**

Salary Range: **£31,434 - £36,110**

About Camden

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

We have an exciting new job opportunity in Camden's Integrated Learning Disabilities Service, a service recognised as good with outstanding 'Effectiveness' by CQC. You will join a team of mixed professionals that delivers innovative, high quality, inclusive support, responsive to the needs and strengths of people with learning disabilities and the wider community, building on our involvement in the Named Social Worker Pilot.

As Access and Support Officer with our First Contact (duty) service, you will provide high quality and effective support, delivering excellent strengths-based assessment and care planning to people with learning disabilities.

Camden Learning Disabilities Service implements a 'What Matters' Three Conversations model of Social Care - a methodology to move practitioners away from "assessing for services" to a model that focuses on people's strengths and resources and connects peoples into their informal support networks and local communities. Strengths based working is part of both Camden Adult Social Care's strategic plan, Supporting people, Connecting Communities and the CLDS Promise.

About the role

The post holder will be a flexible resource within the Integrated Learning Disabilities Service to ensure all requests for advice and assistance can be dealt with promptly and efficiently.

To undertake scheduled strengths based reviews of customers as appropriate, working with people with learning disabilities to think creatively about available community resources & support options, with a focus on promoting independence, wherever possible.

You will support Social Workers and health professionals to provide practical support and assistance where this will help address the needs of people we support; provide practical support to address delays in the service, promoting effective joint working and drawing in other agencies and organisations that could assist the person with a learning disability.

You will have a flexible, strengths based and creative approach to care provision.

You will 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, health senior or lead practitioners

You will 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.

CLDS offers a dedicated joint health and social care First Contact ASO post, in order to provide continued relationship based support and a consistent and reliable approach to supporting people with learning disabilities and their carers in the borough. The service continues to improve people's experience of interacting with CLDS.

You will play a significant role in crisis prevention. This post is for essential health and social care front line duties. CLDS manages its own hospital discharges, and the First Contact Access and Support Officer ensures a smooth process and is the point of contact for the reablement D2A pathways following acute admission to hospital.

The role provides an urgent community response by preventing hospital admissions. Working in an established integrating setting, with multi-disciplinary strengths-based working, people with learning disabilities can access joined up health and care community assets that promote health and wellbeing, and offers the reasonable adjustments needed to this population which has been disproportionately impacted by the Covid 19 pandemic.

About you

The successful candidate will have experience working in an adult social care environment and excellent communication skills both (written and verbal). You will be confident working within a busy, fast paced working environment. You will demonstrate good knowledge of working in a multi-agency environment. The ideal candidate will also have an experience of working with people with learning disabilities and up to date knowledge of social care and health legislation and practice including Safeguarding Adults. You will be proficient in using Microsoft Office packages (Word, Excel and IT database systems).

This is a safeguarding role and is subject to an enhanced DBS check.

Work Environment:

The post holder 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
- work in any area according to the needs of the service

- 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
- undertake appropriate learning and development activities as required
- flexible working both at 5 Pancras square (office based) and working from home

People Management Responsibilities:

Not applicable

Relationships:

- Work with health and social care colleagues to facilitate excellent support to people with a learning disability in an integrated way across all health and care services
- Understand the role of other services in supporting people with learning disabilities and being able to influence their work, in partnership where that would help the customer.
- You will liaise with multiple stake-holders which include management, health professionals and other organisations particularly those in the voluntary and community sector

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,