

Directorate: Adult Social Care and Health
Unit/Section: Mental Health
Grade: KR7
Responsible to: Operational Team Leader – Social Care

Purpose of the Job:

To undertake back for Mental Health Act assessments under the direction of the Operational Team Leader. To get Service User and Carer feedback. To support and monitor the delivery of care services as agreed with Service Users/Carers; and (under the direction of the Operational Team Leader) in order to meet needs as stated in Care & Support Plans/Support Plans and in accordance with Directorate and County Council policy and procedures and national legislation.

Main duties and responsibilities:

- Participate in a Rota to support the Service, contribute to planning, assessments, and follow up care for service users.
- Support the AMHP in preparing appropriate paperwork for the assessments, and contribute to the ongoing support, monitoring and reviewing of service users assessed.
- Act as a resource for the team, supporting the identification of Carers. Assist to identify local resources to meet eligible needs, accessing appropriate services in order to achieve the desired outcome of the referral and prevent admission. Ensure Carers data is accurately maintained on the electronic clinical record.
- Monitor and review standards of service delivery through contact with service users and Carers, to ensure that all services are delivered to the agreed specification and standard and continue to be improved. Report findings to management team.
- Support service users and Carers to access advocacy, in collaboration with other relevant staff in order to assist clients.
- Build links and partnerships with 3rd party providers, individual users and carers groups. Act as a resource to the team maintaining awareness of community resources and supporting AMHPs to utilise these to prevent need for admission.
- Maintain service user records by recording care and support plans/support plans, using SWIFT/RiO as appropriate. Ensuring verification of records where appropriate.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Social Work Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<p>Diploma in Health & Social care level 2</p> <p>Working towards/commitment to undertake Level 3</p> <p>GCSE or equivalent in Mathematics and English</p>
EXPERIENCE	<p>Proven experience of working in a caring environment, including the undertaking of initial assessments and risk assessments and the drafting of care & support plans.</p> <p>Experience of working within a multi-agency environment</p>
SKILLS AND ABILITIES	<p>Able to demonstrate skills and abilities at the entry level of the Professional Capability Framework for Social Workers.</p> <p>Good communication skills, both orally and written, in order to communicate effectively with service users and their families, colleagues and external agencies</p> <p>Computer literacy</p> <p>Ability to prioritise workload and to work effectively on own initiative as well as part of the team</p> <p>Ability to demonstrate a sensitive, tactful and empathetic response to clients and carers</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day.</p>
KNOWLEDGE	<p>Knowledge of the needs of people with mental health needs</p> <p>Knowledge of the welfare benefits system</p> <p>Knowledge of the resources available in the local community and an awareness of new services and initiatives</p> <p>Knowledge of the legislation underpinning the provision of social care services.</p> <p>Knowledge of legislation as it relates to Carers</p> <p>Knowledge of legislation and multi-agency safeguarding procedures.</p> <p>Knowledge of key legislation – mental health and mental capacity legislation</p> <p>Awareness of equal opportunities issues</p>

	Sound awareness of social issues and knowledge and experience of the problems relating to particular service users
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make