

Role Profile

Job Title:	Assessment and Enablement Officer
Location:	Colindale / Hybrid
Department:	Various
Directorate:	Communities, Adults and Health
Grade:	H
Salary Range:	£40,575 - £44,184
Reports to:	Senior/Lead Practitioner or Team Manager

1. Job Purpose:

- To support people to maintain their health, wellbeing, and independence by providing access to good quality information and advice and signposting to local preventative services, with a focus on building their resilience and strengths to stay well and achieve the outcomes that are important to them.
- To primarily focus on assessing, supporting, and reviewing adults requiring care and support and their carers by the requirements of the Care Act 2014, ensuring that the well-being principles are at the heart of assessment care and support planning.
- To set up appropriate personalised care and support plans identifying where equipment (including care technology) or straightforward Occupational Therapy support and guidance can support adults' independence and well-being.
- To play a pivotal role in helping individuals, families and their carers to maximise their independence in the community by building good networks, maintaining strong links with both statutory and partner agencies and supporting them in their decision-making.
- Ensure continued focus on enablement and developing independence through promoting Direct Payments, self-directed support and achieving excellence in customer care and service delivery.

2. Key accountabilities:

- Conduct strengths-based assessments to establish cost-effective, relevant, proportionate and appropriate options to meet individuals' desired outcomes. Ensure a consistent, high-quality targeted service that supports their long-term independence and choice.
- Conduct timely, regular and frequent reviews of people's care and support plans, sometimes handling sensitive and highly personal situations, whilst looking at alternatives to ensure that the individual has the maximum opportunity to reach their potential and desired outcomes. Reviews will be person-centred and include family members, carers and stakeholders where relevant.

- To put into place any necessary revisions to ensure that the care and support plans remain, relevant, proportionate, appropriate and cost-effective in delivering the required outcomes, in the context of changing circumstances.
- Act as a “trusted assessor” for defined areas of the care and support plan, subject to appropriate training and competency, enabling the council to provide adults with a more holistic service with reduced case handovers. Be responsible for ordering simple equipment and adaptations and liaising with relevant providers.
- To ensure that following an assessment all appropriate community-based resources are explored with the adult, their family and/or carers. This could include intensive discussion and relationship building with a wide range of statutory, internal and external, and voluntary and community sector providers.
- Liaise with, establish, and maintain effective working relationships with other local services, specialist teams, ICB and Hospital Trusts and the voluntary and community sector relevant to the needs of the adult in order to deliver a holistic and seamless service.
- Deliver a high-performing, quality service that is cost-effective and highly integrated between social care and health, with an increased focus on personalisation and self-directed support.
- Ensure that all safeguarding concerns are fully recorded and reported immediately to the line manager or Safeguarding team as appropriate and that the correct procedures and processes are followed.
- Take responsibility for promoting, monitoring and safeguarding the welfare of people who come into contact with the service. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.
- Conduct appropriate risk assessments with individuals, their families and providers in line with Mental Capacity Legislation and good practice criteria.
- Manage an allocated caseload in compliance with statutory requirements, Council policy, and professional best practices.
- Identify increasingly complex or high-risk cases for referral on to the appropriate team or individual (responsibility for work allocation lies with team management). Where appropriate seek support on aspects of a case requiring professional or specialist input from one of the professional/specialist workers such as a Social Worker, Occupational Therapist or Care Technology service.
- Support, promote and set up individualised budgets for all individuals and carers who require ongoing care and support. Actively promote the use of Direct Payments and provide information, advice and assessment to self-funders who request support.
- Assist adults and carers to navigate through the Health and Social care system providing high-quality information, advice and signposting wherever appropriate.
- Work with brokers to procure relevant services, community equipment and adaptations and highlight any service deficits.
- Take responsibility for ensuring that case recording is timely and up to date in line with procedures. To make sure that data quality is adhered to and that recording is completed as required.

- Maintain up-to-date, accurate and timely electronic case records of communication, decisions, actions and outcomes relating to cases in line with the processes, standards and systems of the Council.
- Ensure compliance with policies and procedures of Adult and Health, and those of any partner agencies, ensuring that the service is always delivered in accordance with professional standards, policy and practice and the relevant statutory and regulatory frameworks.
- Assist with monitoring and evaluating the effectiveness of the service and contribute to the development of service improvements through participation and involvement in local and central team meetings, supervision, training, conferences and other forums.
- Work flexibly and respond positively to changing business and residents' needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.
- Support a high-performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Operate to the priorities and plans, vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Support the delivery of high-quality performance and provide value for money with minimum risk. Deliver an outcome-orientated service that maximises productivity and throughput to make the best use of finite resources.
- Support effective partnership working with internal and external stakeholders, including the Capita partnership and Health to achieve continuous improvement in the provision of services.
- Ensure that outstanding customer service is being delivered on a day-to-day basis in line with corporate and service standards.
- Work flexibly and respond positively to changing business and adult needs and carry out any other duties within the scope of the nature and grade of the post.

3. Financial Responsibilities:

- Apply the principles of sound financial practice necessary to operate within defined budget limits. Work within a culture of value for money and sound financial practice within the team.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
NVQ3 qualification in a related field or equivalent qualification/experience.	Desirable	Application
Experience & Knowledge		
Clear understanding of social and health care within the community.	Essential	Interview
Ability to assess and record eligible and non-eligible needs by drawing on evidence-based practice to inform your response.	Essential	Interview
Ability to apply an individualised, outcome-based approach to service delivery.	Essential	Interview

Understanding of Social Care legislation, guidance and practice relevant to service users and carers.	Essential	Interview
Commitment and ability to apply the model of supporting choice and independence for service users and carers within the community.	Essential	Interview
Ability to conduct robust and sound assessments, risk assessments, support plans and reviews and facilitate self-assessments where appropriate.	Essential	Interview
To understand how care technology and minor equipment can support adults to remain independent and prevent the need for services.	Desirable	Interview
<i>Communicating and influencing:</i> - Evidence of ability to communicate complex issues to individuals, carers and other stakeholders, in an effective and clear style. - Proven ability to develop and maintain effective working relationships with stakeholders and use these relationships to improve the effectiveness of the service. - Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, colleagues, partner agencies and senior management. - Proven ability to ensure a high standard of customer care is embedded within day-to-day working practice.	Essential	Interview
Understanding of the Member/Officer interface in the context of the role.	Desirable	Application/Interview
Commitment to supporting transformational change in a complex environment.	Desirable	Application
Ability to analyse complex information quickly, reaching and articulating decisions with clarity.	Desirable	Application/Interview
<i>Striving for excellence</i> - Proven record of achievement in delivering effective decision-making, high quality, accurate and timely work, high output and throughput with a focus on outcomes. - Capable of reviewing and evaluating results against quality standards and taking action to ensure that standards are delivered.	Essential	Interview

- Ability to manage a complex workload and meet tight timescales. - Commitment to ensure there is a culture of continuous improvement and embracing change. - Commitment to embrace the principles of equality in the delivery of the service. - Demonstrates a record of high performance with a determination to provide a first-class service quality service with a record of achievement in successfully delivering to demanding workload.		
<i>Safeguarding</i> - Identifies and takes appropriate safeguarding action when required. - Supports Lead officers in safeguarding processes and when experienced assesses and manages risk, knowing how to intervene proportionately and ensuring people are protected from harm while protecting their human rights. - Effectively assesses and manages risk. Supports safeguarding investigations under the direction of a manager, social worker, and occupational therapist.	Essential	Interview
<i>Teamwork</i> - Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal. - Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives.	Essential	Application
<i>Partnership Working</i> - Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently. - Actively contributes to the creation of an open, and interdependent culture. - Ability to provide accurate guidance, information and advice to service users.	Essential	Interview

Skill & Ability		
Competent in the use of standard Microsoft Office products such as Outlook, Word, and Excel.	Essential	Application
Proven competency to handle confidential/sensitive personal information appropriately and securely following GDPR and Caldicott principles.	Essential	Application
Competent in the use of case management and document management systems with an understanding and acceptance of how this benefits the efficiency, effectiveness, and safety of the service.	Essential	Application
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active	Essential	Interview

role to ensure they are implemented and integrated in everything I do.		
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview