

Role Profile

Job Title:	Assessment & Enablement Officer – Waiting Well
Location:	2 Bristol Avenue, Colindale, NW9 4EW
Department:	Prevention & Wellbeing
Directorate:	Communities, Adults and Health Directorate
Grade:	Grade H
Type of Working:	Hybrid Working
Reports to:	Prevention and Wellbeing Service Manager

1. Job Purpose:

To play a pivotal role in supporting the delivery of the “Waiting Well” project, focused on reducing and managing waiting lists through targeted, preventative support and early intervention. The role will contribute to improving outcomes for adults awaiting services by promoting independence, reducing escalation of need, and ensuring timely access to appropriate support.

This is a fast-paced, time-limited (1-year) opportunity requiring a highly motivated, self-starting and experienced individual who can work dynamically across services, utilise Mosaic effectively, and draw on strong community knowledge to deliver impact.

The key outcomes of the role are:

- To support individuals to maintain their health and wellbeing whilst waiting for services
- To reduce waiting lists through proactive engagement, triage, and intervention
- To prevent escalation of needs and reduce demand for longer-term adult social care
- To increase access to and use of preventative community support services
- To improve system flow and responsiveness through effective use of data and insight
- To identify trends and develop learning to inform longer-term service improvements

To primarily focus on assessing, supporting and reviewing adults who are identified as part of the waiting well project in accordance with the requirements of the Care Act 2014 and ensuring that the wellbeing principles are at the heart of assessment and support planning.

To work within a multidisciplinary environment to achieve better outcomes and quality of life for adults who need support in their community. Including ensuring that all parts of their network and community are fully explored and initiated to promote the following Social Care outcomes

- Enhancing the quality of life for people with care and support needs

- Delaying and reducing the need for care and support
 - Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

2. Key accountabilities:

Role Specific Responsibilities

- 2.1 To conduct assessments to establish cost effective, relevant, proportionate and appropriate options to meet individuals' desired outcomes. Ensure a consistent high quality targeted service that supports adults with their long-term independence and choice.
- 2.2 To act as "trusted assessor" for defined areas of the support plan, subject to appropriate training and competency, enabling the council to provide adults with a more holistic service with reduced case handovers.
- 2.3 To conduct timely, regular and frequent reviews of people's 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.
- 2.4 To ensure that support plans are developed and co-produced with the adult requiring care and support and/or a carer to reflect their desired outcomes, wishes and feelings and building upon their own strengths and assets.
- 2.5 To ensure that support plans are innovative and use community resources/assets appropriately.
- 2.6 To provide co-ordinated good information and advice and assist those being supported in the team with accessing appropriate support from different agencies.
- 2.7 To use and promote the benefits of assistive technology and telecare and other technology solutions that may be beneficial to those that are being supported.
- 2.8 To assist with the reporting, gathering insight, and evaluation of the Waiting Well project.
- 2.9 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 sector providers.
- 2.10 To deliver a high performing, quality service that is cost effective and highly integrated between social care and health, with a focus on personalisation and self-directed support.
- 2.11 To maintain effective working relationships with partners who operate both within and outside of the council, including health, other care providers, the voluntary community sector and colleagues to achieve an integrated approach to assessment, planning and review.
- 2.12 Ensure that all safeguarding concerns are fully recorded and reported immediately to your line manager or Safeguarding team as appropriate and that the correct procedures and processes are followed.
- 2.13 To 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.
- 2.14 To conduct appropriate risk assessments with individuals, their families and providers in line with Mental Capacity Legislation and good practice criteria.

- 2.15 To manage an allocated caseload of clients in compliance with statutory requirements, Council policy, and professional best practice.
- 2.16 To identify increasingly complex or high-risk cases for referral on to the appropriate team or individual. 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, OT or Telecare Coordinator.
- 2.17 To support, promote and set up individualised budgets for all individuals and carers that require on-going care and support. Actively promote the notion of Direct Payments and provide information, advice and assessment to self-funders who request support.
- 2.18 To assist service users to navigate through the Health and Social care system providing high quality information, advice and signposting wherever appropriate.
- 2.19 To work with care brokers to procure relevant services, community equipment and adaptations and highlight any service deficits.
- 2.20 To 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 paperwork is completed as required.
- 2.21 To maintain up to date, accurate and timely records of communication, decisions, actions and outcomes relating to cases in line with the processes, standards and systems of the Council.
- 2.22 Ensure compliance with policies and procedures of Adult and Communities, 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.
- 2.23 To 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.
- 2.24 To work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.

2.3 Service Direction

- 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.
- To support the outcomes defined for the Waiting Well project.

2.4 Performance and Customer Focus

- 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 best use of finite resources.
- Support effective partnership working with internal and external stakeholders, including Health in order 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 adults needs and carry out any other duties within the scope of the nature and grade of the post.

2.5 Communication & Influence

- Ensure all communications are clear, effective and appropriately targeted in compliance with communication corporate standards. Deal effectively and professionally with challenging situations with all key stakeholders.

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**

- Promote and safeguard the welfare of adults at risk, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.

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 / **L**earning to Improve / **I**nclusive / **C**ollaboration

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 related field or equivalent qualification/experience	Essential/Desirable	Application/Interview
Experience & Knowledge		
Clear understanding of social and health care within the community	Essential/Desirable	Application/Interview
Experience of working with adults with and carers of people with care and support needs	Essential/Desirable	Application/Interview
Ability to assess and record eligible and non-eligible needs drawing on evidence-based practice to inform your response	Essential/Desirable	Application/Interview
Ability to apply an individualised, outcome-based approach to service delivery; Understanding of Social Care legislation, guidance and practice relevant to service users and cares	Essential/Desirable	Application/Interview
Commitment and ability to apply the model of supporting choice and independence for adults needing care and support and carers within the community	Essential/Desirable	Application/Interview
Ability to conduct robust and sound assessments, risk assessments, support plans and reviews	Essential/Desirable	Application/Interview

Skill & Ability		
Competent in the use of standard Microsoft Office products such as Outlook, Word, Excel, Teams	Essential/Desirable	Application/Interview
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner in accordance with Data Protection and Caldicott principles	Essential/Desirable	Application/Interview
Competent in the use of the case management and document management systems with an understanding and acceptance of how this benefits the efficiency, effectiveness	Essential/Desirable	Application/Interview
Evidence of ability to communicate complex issues to individuals, carers and other stakeholders in an effective and clear style	Essential/Desirable	Application/Interview
Proven ability to develop and maintain effective working relationships with stakeholders and use these relationships to improve the effectiveness of the service	Essential/Desirable	Application/Interview
Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, colleagues, partner agencies and senior management	Essential/Desirable	Application/Interview
Proven ability to ensure a high standard of customer care is embedded within day to day working practice	Essential/Desirable	Application/Interview
Ability to analyse complex information quickly, reaching and articulating decisions with clarity	Essential/Desirable	Application/Interview
Ability to manage a complex workload and meet tight timescales	Essential/Desirable	Application/Interview
Identifies and takes appropriate safeguarding action when required; effectively assesses and manages risk	Essential/Desirable	Application/Interview

Ability to work effectively, flexibly and constructively with colleagues in a multidisciplinary team towards shared goals	Essential/Desirable	Application/Interview
Recognises the importance of active partnership working and embraces partnership working where relevant	Essential/Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/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/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/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/Desirable	Application/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/Desirable	Application/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/Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		

Caring for people, our places and the planet

<p>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</p>	<p>Essential/Desirable</p>	<p>Application/Interview</p>
<p>Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet</p>	<p>Essential/Desirable</p>	<p>Application/Interview</p>
<p>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</p>	<p>Essential/Desirable</p>	<p>Application/Interview</p>