

Job description

Job title: Carers' Case Worker

Grade: Dorset Council Grade 7, Dorset Council Grade 8

Job evaluation reference: SS448 a,b

Job family: Health and Social Care

Purpose and impact

Under the direction of the Team Leader/Manager to assist the work of local community teams in the assessment of needs and provision of services to carers.

Key responsibilities

1. To have a caseload and undertake assessments of care issues with direction as required by the Team Leader/Manager.
2. Individual cases will generally carry low levels of risk and jeopardy. Cases may be passed onto or worked jointly with qualified staff where appropriate, at the discretion of the Team Leader/Manager subject to the identified level of risk.
3. To undertake assessments of carers needs in accordance with the Directorate's policies and procedures; assessments will be carried out in conjunction with individuals, their families, carers and other professionals. Assessment will involve an evaluation of all aspects of an individual situation including an assessment of risk.
4. To prepare care plans for agreement by the Team Leader/Manager.
5. Ensure implementation of agreed care plans for carers.
6. To ensure that assessments and carers' records are fully maintained on the relevant electronic file system.
7. To review assessments and care plans and agree changes with Team Leader/Manager.
8. To provide or arrange suitable training for carers, either directly or, through other agencies.
9. To obtain approval from the Team Leader/Manager for expenditure against relevant budgets, and agreed, budgets to enable emergency relief to carers.
10. To liaise with and form working relationships with local care groups.
11. Maintain records and input and maintain records on core computer systems as required and undertake training as necessary.
12. To accompany carers to homes, clinics, and hospitals, GPs and provide support as appropriate in special, time limited, circumstances.
13. To provide routine welfare benefits and budgeting advice to carers encountering difficulties.
14. To contribute to any specific reports required by Social Workers, Courts or other agencies.
15. To undertake practical tasks relating to the support of carers by Social Workers and Care Managers.
16. To provide emotional support and guidance to carers and their families. 18. To liaise with private, voluntary and statutory organisations as required.
17. To contribute to the provision of a response to civil emergencies as required.
18. To give evidence in court as required.
19. Any other duties of a comparable or lesser standard that are required.



20. Progression to Level 2 will be subject to the demonstration of competence in the above areas and a requirement to regularly carry out the following duties (i.e. 50% of caseload for a period of at least six months):
21. To undertake effective assessment and case management with direction from professional staff, Assistant Team Managers and Team Leaders/Managers.
22. In respect of agreed cases to exercise authority in agreeing and adapting service provision as agreed with the Team Leader/Manager.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Other factors

23. Contact with service users in situation in which there may be distress and emotional conflict.
24. Undertaking lone visits to carers and service users' homes.
25. Regular visits to support groups, voluntary agencies in various environments.
26. Some evening and occasional weekend work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Educated to GCSE standard or equivalent in English and Maths or equivalent Social Care Standard which demonstrates potential to undertake professional training.	Application form
Experience	
2. Some experience of working with a variety of service users and their carers	Application form
Knowledge, skills and abilities	
3. Understanding of the role of Social Services.	Interview Assessment
4. Awareness of policies, standards and law.	Interview Assessment
5. Understanding of anti-discriminatory working/attitudes.	Interview Assessment
6. Knowledge/experience of the relevant area (e.g. disability/mental illness/ageing process/learning disabilities/children and families).	Interview Assessment
7. Good communication skills, both verbal and written	Interview Assessment
8. Time management	Interview Assessment
9. Ability to work individually and as part of a team.	Interview Assessment
10. Ability to complete assessments.	Interview Assessment
11. Ability to represent the Directorate in various circumstances.	Interview Assessment
12. Reviewing skills.	Interview Assessment
13. To be computer literate and able to enter data on specific programmes.	Interview Assessment
14. Ability to prioritise workload	Interview Assessment
15. Have a positive attitude with determination.	Interview Assessment
16. Ability to work on own initiative.	Interview Assessment
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment



19. Accountability	Interview Assessment
20. Openness	Interview Assessment
21. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Experience	Assessed through:
22. Experience of team working.	Application form
23. Experience of community involvement.	Application form
24. Experience of working in social services or allied/relevant setting, or in a voluntary capacity.	Application form
Knowledge, skills and abilities	
25. Knowledge of human growth, medical conditions, disability.	Interview Assessment
26. Understanding of welfare benefits.	Interview Assessment
27. Negotiating skills.	Interview Assessment
28. Ability to interact with multi-disciplinary professionals across a range of agencies	Interview Assessment
29. Advocacy skills.	Interview Assessment

Approval

Manager's job title:

Date: February 2025

