RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Assistant Care Manager – Contact and Response

Grade: G05/6

Directorate: Adults & Health

Department: Adult Social Care

Responsible to: Senior Practitioner - Social Woker Contact and Response

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Purpose of the Job:

To contribute flexibly to the Adult Social Care front door function, supporting the timely response to referrals and enquiries (via all contact points) through information gathering, triage, the provision of information and advice, the completion of proportionate assessments and short-term interventions which aim to maximise independence.

Complete strengths-based Care Act assessments, reviews, and short-term interventions with Rutland residents in community and care settings, working within the scope of the role, professional competence, and experience.

To contribute to the ongoing monitoring and review of care and support, ensuring that services remain responsive to assessed needs, eligible outcomes and individual strengths whilst escalating risks and complex situations to Care Managers, Social Workers or senior staff where appropriate.

Main Responsibilities:

1. To participate flexibly in the Contact and Response team arrangements, responding to referrals and general enquiries, gathering relevant information, undertaking initial triage and helping to identify the most appropriate and proportionate next response.

2. To provide information, advice and guidance and, where appropriate, signpost or make referrals to statutory, health, voluntary, community and universal services to promote independence and help prevent, reduce and delay the need for ongoing care and support.

3. To identify safeguarding concerns and immediate risks, take appropriate action within the scope of the role and promptly seek advice or escalate to the Senior Practitioner, Team Manager or other appropriate practitioners where required.

4. To undertake strengths-based, person-centred and outcome-focused Care Act needs assessments, support planning and proportionate short-term interventions. To identify risk and where appropriate to the role and competence, seeking support where complexity requires and raising with the senior practitioner.

5. To support colleagues by completing appropriate follow-up actions and referrals arising from triage, including referrals to internal and external partner services, in line with team priorities and service need.

6. To advise on personal budgets and direct payments and support adults and carers to understand available options, promoting choice, control and independence.

7. To make or support arrangements for the implementation, adjustment or cessation of care and support where appropriate, in accordance with assessed need, eligibility, operational guidance and delegated responsibility.

8. To work collaboratively with Care Managers, Social Workers, senior staff and partner agencies, contributing to shared team priorities and supporting effective flow of work through the Contact and Response service.

9. To maintain accurate, timely and proportionate case records, ensuring decisions, actions, risks and outcomes are clearly recorded on the Council's electronic systems.

10. To organise and prioritise allocated work and respond flexibly to changing demand across the front door, planned work and short-term case activity, seeking support where competing priorities or complexity require.

11. To recognise the limits of own role, knowledge and competence and seek appropriate advice, support or escalation where work requires a higher level of complexity, professional responsibility or specialist intervention.

12. To contribute to the development of departmental and team procedures and ways of working, including service improvement and effective use of resources

13. To participate in regular supervision, appraisal, training, team meetings and other development activity as required.

14. In all of the above, to work in a strengths-based, person-centred, anti-discriminatory and anti-oppressive manner.

15. To work flexibly across the general responsibilities of the Assistant Care Manager role according to service demand. The balance of duty, assessment, review and follow-up activity may vary over time and will be determined through team arrangements and management oversight.

16. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

17. You will take responsibility and care of your health and safety and that of other people who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and

guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

18. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required, but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Dimensions
No budget or line management responsibilities

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Good general education	A, D, I
GCSE Grade C/4 or above (or equivalent) in English and Mathematics.	A, D, I

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Working knowledge of people with care and support needs.	A, I
Knowledge and awareness of the statutory, independent, or voluntary sector.	A, I
Knowledge of relevant legislation and recent developments in social care.	A, I
Knowledge/experience of safeguarding adults.	A, I
Experience of maintaining effective and confidential records	A, I

Desirable	Method of Assessment *

Knowledge/experience of working under Adult Social Care legislation and relevant policies and procedures.	A, I

SKILLS

Essential	Method of Assessment *
Ability to undertake social care triage, provide information and advice to support focused support plans	A, I
Ability to work within a policy and legislative framework.	A, I
Excellent communication skills.	A, I
Good IT skills.	A, I
Ability to assess and manage risks.	A, I
Ability to work in partnership with other professionals/agencies.	A, I
Excellent organisational skills and workload planning.	A, I
Be able to contribute to the development of the Adult Social Care Teams	A, I
An ability to develop and change in the light of the changing health and social care policy environment.	A, I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A, I
Able to demonstrate ability to practice in an anti-discriminatory manner.	A, I

OTHER

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Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

*** A = Application Form D = Documentary evidence I = Interview T = Test**

STRUCTURE

TBC

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
03 August 2016	**Change in job title and added into new template**	**Tracy Webb – Prevention and Safeguarding Team Manager**
August 2023	**No – review**	**Tracy Webb, Service Manager**
February 2024	**No – Review**	**Matt Stockdale – Team Manager**
August 2026	**Updated**	**Ali Morgan – Head of Service Prevention and Assurance**