# Job description questionnaire

## Job description

### Structure information

Job title: **Community Support and Protection of Property worker**

Reports to job title: **Operations Manager**

Directorate: **Housing, Care and Wellbeing**

Division: **Adult Social Care**

Section: **Assessment, Safeguarding and Duty Service**

Job identification number (JIN): 2132

### Job purpose

* To work as part of an integrated team to provide assistance and support to adults with care and support needs, and their carers who may be in crisis or in need of support to promote or maintain their independence and well-being.
* To take all reasonable steps to protect the moveable property of an adult with care and support needs who is being cared for away from home and is unable to make those arrangements themselves, to prevent or mitigate the loss or damage of a person's personal property or belongings when.

### Principal accountabilities

1. To provide direct, practical support and advocacy that works with the service user, their carers and families towards agreed outcomes that promote the person’s independence and abilities to exercise their choice and control, such as supporting them to maintain the adequacy of their domestic environment and nutritional needs.
2. To carry out assessments adhering to the Care Act 2014, and plan appropriate responses to achieve agreed outcomes completing support plans as required. To undertake assessments of risk according to eligibility.
3. Act under appropriate legislation or procedures to safeguard the welfare of adults at risk and report to Children Services social work colleagues where the protection and/or welfare of children are involved.
4. Provide a service to the appropriate persons in terms of protection of property duties under the Care Act 2014 including securing possessions, removing valuables to a safe place as agreed with the Clients or others and maintaining regular on going repairs and other actions as appropriate.
5. To work with Clients and others to promote and maintain a habitable environment conductive to maximising Client independence and well-being
6. To promote effective partnership working with relevant agencies and other professionals, working towards agreed outcomes that supports people’s independence.
7. To maintaining comprehensive and accurate records of work undertaken, manually and electronically, to ensure compliance with organisational guidelines, GDPR, and Caldicott standard including confidentiality and client access to files.
8. Flexible participation in working across adult social care as required to maintain efficient service delivery to the public.
9. To work within departmental and corporate procedures e.g Safeguarding Adults and Lone Working. To be able to work alone and under own initiative, making decisions under pressure and in crisis situations and knowing when to seek support.
10. To effectively advise service users on Welfare Rights and benefits, and sign post service users as needed.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

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### Essential criteria

#### Job-related education, qualifications, and knowledge

* Educated to NVQ Level 2 or equivalent experience
* Knowledge and experience of identifying adults at risk, and of issues relating to assessment, care and the protection of adults at risk and their carers, including those of young carers.
* Excellent working knowledge of relevant legislation and local and national procedures and policies regarding access to benefits, resources, grants, telecare, housing, health and social care services.

#### Experience

* Experience of working with and a demonstrable awareness and understanding of the social care, physical and mental health and housing issues that affect vulnerable people with a variety of needs.
* Experience and understanding of providing a direct service within professional boundaries and of working under pressure and to tight deadlines

#### Skills and abilities

* Ability to support vulnerable people and their carers to identify and review areas of need and risk, agree support plans that aim to promote and maintain independence and people’s choice and control.
* Ability to adhere to confidentiality when dealing with service users and carers
* Ability to relate to people at all levels through good interpersonal skills and to communicate effectively with service users, carers and a wide range of external agencies both verbally and in writing.
* Ability to deal sensitively with carers, family and other relevant parties, assimilate information from service users and make sound judgements that minimises risk to people’s independence and safety.
* Ability to work alone and under own initiative, making decisions under pressure and in crisis situations and knowing when to seek support.
* Ability to use training and supervision constructively, identify own learning needs and to work within professional boundaries and inform of personal pressures.
* Good IT skills for inputting and recording work
* An ability to corodinate and engage others to ensure that an individuals home and possessions are secured

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.

#### Other requirements

* Hold a full clean UK Driving License
* To be able to load and unload moveable property into and out of a vehicle when required (strictly in line with Health and Safety limitations)

To be able to access a wide range of residental and commercial environments, including multi level buildings. (use of steps and stairs) (storage facilities)