Dear Applicant,

**Adult Social Care Worker (ASCW)**

Thank you for your enquiry regarding the above post. Please find enclosed:

- Job details and Person specification
- 4 C’s Information Sheet
- Terms and conditions
- Disclosure & Barring Service Information Sheet

To apply for the post, please attach your CV, supporting statement and the personal information form or complete the application and equal opportunities monitoring forms and return them **by the date on the advert at 5pm**. The form and CV can be submitted from the link in the vacancy on the Social Care & More Website, the Somerset County Council Website, emailed to recruitment@somerset.gov.uk or posted to: The Recruitment Team, Floor A2W, County Hall, Taunton, TA1 4DY.

Unfortunately, due to the considerable number of enquiries for vacancies, we are unable to acknowledge receipt of your written application unless you specifically request this by enclosing a stamped addressed envelope. If you have not heard from us within 3-4 weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

If you would like further information about this post, please telephone Janet Hardy on 07917837476.

Yours faithfully,

Sue Redding
**Senior Recruiter**
Recruitment Team
**JOB DETAILS**

**Job title:** Adult Social Care Worker  
**Reference number:** 10493/SR

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**KEY TASKS AND RESPONSIBILITIES**

To work within the integrated Adult Social Care locality service, to promote the independence and well-being of service users and their carers through a strength based approach. Identify community solutions to deliver good outcomes for people, by contributing to the assessment, provision of care and other support services. Take action to reduce risk to service users and their families in a range of settings, and act with a degree of autonomy when dealing with individual cases.

Provide a service to service users and carers independently and/or in support of professionally qualified staff. Maintains a caseload of work, commensurate with experience and training. The balance of specific duties will depend on the needs of the area and the requirements of the professionally qualified staff. Typical examples of the work to be carried out are as follows:

1. Support service users, carers and/or their families to remain independent in the community through strength based approaches. Where appropriate meet eligible social care needs, through assessment, alongside other multi-disciplinary professionals in line with The Care Act 2014.
2. Formulate care plans and arrange services and self-managed schemes (eg direct payments) that promote user and carer choice and control, whilst aware of available resources and costs of the service to the service user.
3. Review and monitor the care plans with service users, and/or carers, making recommendations for adjustment as considered appropriate, consulting as necessary and highlighting unmet need.
4. Deal with service users of varying abilities and needs who, on occasions, may be distressed or challenging, and to deal with those situations in an appropriate manner in accordance with guidelines, procedures, and risk assessments.
5. Develop a strong awareness of local networks and resources. To be aware of and conversant with policy and procedures appropriate to the area of work, including equalities, diversity and inclusion.
6. Inform, advise and support service users and carers in accessing community services, including health, welfare benefits, housing, leisure, learning and employment, voluntary and user-led organisations.
7. Participate in appropriate meetings (e.g. multi-disciplinary meetings) to discuss individual cases or general service provisions, which may involve meeting staff from a variety of agencies.
8. Protect service users and carers from harm or abuse as far as possible, consulting with a professionally qualified member of staff or Manager whenever there are concerns in line with the Safeguarding requirements of The Care Act 2014.
9. Maintain and update appropriate administrative/IT records on individual service users and carers as required by the service guidelines and prepare reports for meetings.
11. Provide support to office duty systems as required by local arrangements including those staff based in day opportunities.
12. Be involved in supporting new staff with the Induction training and supporting students.
who are on placement within their team.

There are specialist areas of delivery within the role of Adult Social Care Worker – the specific skills and focus of each of the specialist areas of delivery are set out below:

**Occupational Therapy**

- Assessment of the full range of activities of daily living with a view to setting up services to maintain or increase independence of service users.
- Application of acquired knowledge concerning services specific to the OT role, namely; daily living aids, home adaptations and alternative approaches to daily living tasks. This will involve keeping up to date on the issue criteria, new equipment and any potential hazards of usage.
- Liaison with service providers specific to the OT service such as Community Equipment Service providers, housing associations, district councils and general social care agencies.
- Use of technology specifically designed for use within the OT service; tablet computers for use in the field and on-line ordering of equipment.
- Occupational Therapists will provide regular updates to develop and maintain knowledge to ensure compliance with occupational therapy standards of practice.

**Carers Support**

- Provide a proactive comprehensive information and support service to carers in the locality of agreed GP practices. Raise awareness of the needs of carers with all practice staff.
- Inform carers of their right to carers’ assessment. Provide services to Parent Carers in addition to the groups covered by Adult Social Care.
- Through consultation with carers, identify and provide opportunities for carers to meet together for information, support and training. Encourage carers and volunteers to facilitate and organise group activities to meet varying needs.
- Raise awareness of carers issues through newsletters, road shows, Carers Week, talks and presentations, publicity stands, notice boards, charities, other agencies and professionals.
- Assist in the development of needs-led services by consultation with carers both formally and informally.

**Sensory Loss:**

- Develop knowledge of main causes of sight and/or hearing loss, and of specialist equipment, services and resources, in order to provide appropriate support and information to service users and carers.
- Assess daily living arrangements in order to set up services and/or equipment to maintain or increase independence of service users.
- Work will also involve specialist assessments of children, as well as Adults, liaising closely with the Children and Disabilities’ teams. Therefore workers will be expected to develop knowledge of services for children with sight and/or hearing loss.
- Develop knowledge of appropriate communication skills/methods for work with service users with sight and/or hearing loss. For those working with Deaf People, there will be a requirement to learn British Sign Language.
- Develop awareness of registration procedures for visually-impaired and/or deaf and hard of hearing people.
- Update and maintain awareness of new equipment and technology as part of continuing professional development.
**Adult Social Care:**
- Undertake front-line duty in order to provide emergency access to care services.
- Review of care plans in a residential care home as part of the care management process.

**Day Services**
- Completion of a Personal Diary with service users, which may include some elements of Person Centred Planning.
- Monitoring and evaluation of service outcomes, including ongoing reviews of services.

**FURTHER INFORMATION SPECIFIC TO THIS POST**

No special physical effort is normally required, although there will be occasions when moving and handling relating to service users or carers and equipment will be required. Work is undertaken in a variety of environments, including office, day centres or in service users homes. It is recognised that work may involve a risk to personal health and safety from time to time.

Somerset County Council must ensure that each person who works for the public authority in a customer-facing role can speak fluent English. This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement for the role.
1. Key Competencies

All applicants should demonstrate a commitment to our four key values – Customer Focus, Can Do Attitude, Collaboration and Care and Respect as described in the attached Information Sheet.

You can find more information by following the link below:
http://extranet.somerset.gov.uk/hr/employment-information/our-values-4-cs/

Interpersonal relationships

- Demonstrates ability to develop appropriate working relationships with a range of service users, carers, colleagues and professional agencies based on mutual trust, respect for individuals rights and cultural needs, and the promotion of independence, equality, diversity and the interests of service users and carers.
- Effectively disengages from relationships when appropriate, whilst ensuring that the most vulnerable and those with complex needs receive continuing support.

Assessment and Service Provision

- Person-centred approach to assessment and service provision within the social model of care, enabling people to identify their own needs and solutions.
- Works with service users, carers and professional colleagues to assess and review needs and associated level of risk.
- Has due regard for safety of service users, carers and others, and able to undertake risk assessments.
- Offers strategies for development of social skills and for resolving conflicts as necessary.
- Demonstrates ability to prioritise time to meet competing deadlines. Keeps up to date with routine tasks.

Communication

- Able to communicate effectively and sensitively, orally and in writing, using appropriate methods of interaction and respecting confidentiality at all times and demonstrate good listening skills.
- Able to produce correspondence, reports and records that are clear, concise and accurate.

Team Working

- Co-operative and open with colleagues, sharing information or seeking assistance as appropriate.
- Takes ownership of own work activities and demonstrates willingness to learn from others and from experience.
- Willing to assist colleagues to ensure effective service delivery within and outside the team.
- Takes responsibility for maintaining and sharing knowledge, skills and understanding of social care policies and practice.
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<tr>
<th>2. Work Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Experience working in a caring or supportive role, not necessarily in paid employment</td>
<td>Working knowledge of a Social Care Service</td>
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<tr>
<th>3. Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>NVQ III or equivalent in Care Work (e.g. K101- An introduction to health and social care)</td>
<td>NVQ IV in Care Work</td>
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<td>Literate and numerate to GCSE level or equivalent</td>
<td>Working knowledge of Adult Social Care</td>
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<td>Manual handling certificate for staff within Day Opportunities</td>
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<th>4. Knowledge / Skills</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Awareness and understanding of rights of service users and carers and ability to advocate on their behalf.</td>
<td>Awareness of relevant legislation. Knowledge of services relevant to needs and circumstances of service users and carers.</td>
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<td>Positive attitude towards computers and ability to input and retrieve data and information.</td>
<td>Awareness and understanding of the principles of Social Work and Occupational Therapy; including the profession specific regulations, codes of practice and key documents by HCPC.</td>
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<tr>
<td>Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)</td>
<td>High level of IT literacy with; Windows 7, Microsoft Office 2003/2010, AIS (Adults Integrated Systems) or similar record keeping databases.</td>
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<th>5. Personal Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<td>A commitment to Somerset County Council’s Values – Customer Focus, Can Do Attitude, Collaboration, Care and Respect.</td>
<td>Creative thinker</td>
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<td>Commitment to developing skills in the Social Care field.</td>
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<td>Demonstrates empathy with service users and carers and understanding and respect for individual needs.</td>
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<td>Ability to work alone and use own initiative.</td>
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<td>Has an open and flexible manner, which elicits trust and confidence.</td>
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<tr>
<td>Takes a full and active part in own</td>
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<td>professional development, appraisal and supervision.</td>
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<td>Able to travel to homes of service users and carers.</td>
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Our Values – 4 Cs
At work, the way we do things matters as much as what we do. At Somerset County Council we have four key values – the 4Cs – that all employees are expected to work to. They will form part of every member of staff’s personal review.

**Customer focus**
This is about putting the customer at the heart of everything we do.

**Collaboration**
This is about working with others to deliver our services.

**Can do attitude**
This is about getting the job done and doing it well.

**Care and respect**
This is about treating others as they would wish to be treated – with care, respect, dignity and understanding.

What does this look like in practice?
The 4Cs describe our values. In practice, this means that we think from a customer or a community perspective to make sure we get things right first time and continually improve the services we provide. We must have a clear view of what our customers and service users say they need, rather than build services based on what we think they need.

We operate a ‘no wrong door’ policy – whichever authority or department deals with the customer’s query, we help them get there. As we build links with other authorities and organisations we talk to each other and our managers about how we think we could change, even the smallest things, for the better.

We work together, establishing positive, respectful and empowering ways of working as strong teams. We act with integrity, communicating clearly, admitting to our mistakes and striving to learn from them. When we think we need to speak out or challenge, we are prepared to do so in a constructive and positive way, but we remain objective.
## Important Information about the Job and Your Application

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<thead>
<tr>
<th><strong>JOB TITLE</strong></th>
<th>Adult Social Care Worker</th>
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<tr>
<td><strong>GRADE</strong></td>
<td>13</td>
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<tr>
<td><strong>SALARY</strong></td>
<td>Between £17,772 and £20,138 per annum – pro rata for part time posts. Appointments are normally made at the bottom of the salary scale.</td>
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<td><strong>LOCATION</strong></td>
<td>The locations for these posts are Taunton, Bridgwater, Shepton Mallet or Yeovil.</td>
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<tr>
<td><strong>GENERAL TERMS AND CONDITIONS</strong></td>
<td>In accordance with the Scheme of Conditions of Service agreed by the National Joint Council for Local Government Services (commonly known as the Green Book).</td>
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<tr>
<td><strong>HOURS OF WORK</strong></td>
<td>There are various hours available. Full time hours are usually 37 hrs, working from 8.30am till 5pm. The hours of work will be in agreement with the line manager.</td>
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<tr>
<td><strong>CONTRACT</strong></td>
<td>The contract offered is permanent.</td>
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<tr>
<td><strong>PROBATIONARY PERIOD</strong></td>
<td>The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.</td>
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<tr>
<td><strong>LEAVE</strong></td>
<td>The annual leave for this post (based on full time hours) is initially 21 days but increases to 25 days after 5 years continuous service. On top of this, 2 additional days (called statutory days) can be taken each year, as well as the usual 8 bank holiday days. Annual Leave stated will be pro-rata for part-time and fixed term</td>
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The annual leave year starts on 1 April or 1 of the month in which contract commences.

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<th>NOTICE PERIOD</th>
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<td>Following successful completion of the probationary period, this post will be subject to a notice period of one calendar month on either side.</td>
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<th>DISABILITY DECLARATIONS</th>
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<td>Applications for all vacancies are particularly welcome from people with disabilities. Somerset County Council has a policy of shortlisting for interview all disabled applicants who meet the essential requirements of the post (as detailed in the Person Specification enclosed).</td>
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<tr>
<th>DISCLOSURE &amp; BARRING SERVICE</th>
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<td>This post requires a criminal background check (DBS) via the disclosure procedure.</td>
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<tr>
<th>POLITICAL RESTRICTIONS</th>
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<td>Not applicable for this post.</td>
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<tr>
<th>SMOKING POLICY</th>
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<td>Somerset County Council recognises that the health, safety and welfare of employees, sub-contractors and anyone else directly affected by the Council's operations are of prime importance. Therefore, smoking is strictly prohibited everywhere on Somerset County Council premises except where it is both practicable and appropriate to designate an outside smoking area. This is at the discretion of local management. Smoking breaks during paid working time will not be permitted.</td>
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Somerset County Council has signed the Charter for Employers who are Positive about Mental Health.

The Charter for Employers who are Positive about Mental Health is a voluntary agreement seeking to support employers in working within the spirit of its positive approach. The Charter is one element of the MINDFUL EMPLOYER® initiative which is aimed at increasing awareness of mental health in the workplace and supporting businesses in recruiting and retaining staff.

MINDFUL EMPLOYER is a UK-wide initiative. [www.mindfulemployer.net](http://www.mindfulemployer.net)
Criminal record check via the Disclosure & Barring Service Procedure – Explanatory Notes

The Rehabilitation of Offenders Act, 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record by a prospective employer, as the convictions may be defined as ‘spent’. However, there are exemptions to this legislation if the individual is offered a post which involves contact with children or vulnerable adults or regular work at an establishment exclusively or mainly for such groups.

The post you have applied for falls into one of these categories, therefore, a criminal background check is required.

You will receive an e-mail, with a weblink, granting you access to complete an electronic Disclosure application form online. Once you have completed the application and submitted it to your verifier, they will contact you to arrange a suitable date and time for you to present your original identification documents for verification.

If a job offer is made, your application will be countersigned by Somerset County Council and submitted to the Disclosure and Barring Service (DBS) for processing.

This process may take place after the interview has been completed so please bring the relevant identification, as listed in the interview letter, if you are invited for an interview.

The DBS will issue a Disclosure certificate which will contain the following:

- Details of all convictions held on the Police National Computer (PNC) both current and ‘spent’ as well as details of any cautions, reprimands or warnings.

- Information from following relevant government department lists which identify individuals who have restrictions placed upon them or who are barred from working with either children or vulnerable adults:
  
  i) the Department of Health’s Protection of Children Act List (PoCAL)
  ii) the Department of Health’s Protection of Vulnerable Adults List (PoVAL)
  iii) the Department for Education and Skills (DfES) under Section 142 of the Education Act 2002 (known as List 99).

It is important, therefore, that if you are asked if you have anything to declare that details of all the above are included.

You will be issued with a Disclosure certificate which you will need to take to your line manager for checking. The information provided on the certificate will be considered as part of the recruitment procedure.

Somerset County Council wants to reassure candidates that a criminal record is not necessarily a bar on obtaining a position. A copy of our policy regarding Recruitment of Ex-Offenders is available on request, as is the Code of Practice with which we fully comply.

Further information about the Disclosure procedure can be found at http://www.homeoffice.gov.uk/agencies-public-bodies/crb/