



Request

- 1) Job description for unqualified social work roles in the Adult Social Care portfolio. Possibly named Social Care Assessor; Social Care Officer; Social Work Assistant.
- 2) Salary banding for this role.

Response

[See attachment.](#)

[Grade 6 £27,334 - £30,296](#)

Job specification



Job title: Social Care Officer
Service: Social Care
Grade: G6
Reporting to: Social Care Officer – Senior

Your job

The role of Social Care Officer is both challenging yet rewarding. We value our social care staff; the fantastic work they do and the resilience they show every day. This role is an amazing opportunity to support our most vulnerable adults in the borough. Working alongside a highly motivated and supportive team, you will take a holistic and person-centred approach to ensuring the people you support are happy, healthy, and safe. You'll make sure they feel listened to and encourage them to identify their assets and strengths – enabling them to fulfil aspirations, build resilience and improve outcomes.

This role will provide you with opportunities to build compassionate, professional relationships with people, their carer(s) and families – alongside integrated working with other practitioners, partner agencies and the community. Together you'll work with a caring and supportive team with a shared goal of improving outcomes for vulnerable Adults; underpinned by our Deal for Adult Social Care and Health and practice standards. You'll relish opportunities to be creative and share your knowledge, skills, and experience with others in a culture of continuous learning and improvement.

With supervision from an experienced Team Manager, the support of your colleagues in your team, your professional development is paramount, and we expect you to drive this. We know that happy teams make the best teams. Therefore, we want to provide you with a working environment that promotes positive wellbeing and encourages flexibility. This role enables you to work from home when appropriate, from several bases across the borough and be flexible in your working hours in line with service requirements and your home life.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Support Individuals to create their support plan, understanding their needs, aspirations, and expectations.
- Carry out reviews of existing social care packages and make low level changes as necessary.
- Provide information, advice, and support to individuals to enable them to make choices about the type and level of support they required to live the life of their choosing.
- Promote Direct Payments providing information and support as individuals require.

- Develop, budget and commission packages of support, working in partnership with providers and voluntary sector organisations.
- Carry out the role of duty Social Care Officer to arrange emergency social care support.
- Collate, maintain, and share information about services and resources available across the borough and provide advice and technical support to individuals who have been referred to the service.
- Network with services providers, voluntary groups, and social enterprises to ensure that there are services available for individuals to purchase and negotiate to get the best deal.
- Support people to visit services and to arrange taster/trial sessions.
- Attend workshops, events and conferences to promote the service and establish links with the community.

On an ongoing basis you will:

- Constantly explore all community and creative options to ensure the best outcomes delivered through cost-effective packages of support whilst keeping people safe.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Be accountable for your own decision making and seek appropriate solutions to situations as they arise.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- GCSE (or equivalent) grade C or above in Maths and English
- A Social Care qualification or relevant experience
- Experience of working with and empowering people who access Social Care provision and a good understanding of a Person-Centred approach to Social Care –
- Excellent interpersonal skills, with the ability to engage with a variety of different people with the ability to negotiate and appropriately challenge.
- Excellent customer care skills
- An in-depth knowledge of Personalisation, Personal Budgets and Direct Payments
- Knowledge and understanding of the legal frameworks affecting Social Care and safeguarding procedures.
- Ability to work unsupervised or as part of a team.
- Excellent communication skills including both written and verbal.
- Excellent numeracy and literacy skills with the ability to analyse complex situations.
- Ability to use initiative and have a creative, flexible approach to addressing and resolving problems with the ability to organise, prioritise and manage a varied case load.
- Good IT skills and an understanding of software applications

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently


Be Kind... be helpful, generous and thoughtful towards yourself and others


#TeamWiganDeal


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.

 Champion a culture that inspires you to thrive.


 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.