

Social Work Assistant / Intake Coordinator - Job Description

REPORTS TO: Social Worker
LOCATION: Head Office and Various Operational Locations

Kisharon is a charity that offers a broad range of education and support for children and adults with learning disabilities.

Our vision – is to see people with learning disabilities and autism live in a world of equal rights and opportunities.

Our mission – realise ambitious and personalised education and support together with people with learning disabilities and autism, enabling a good life where people are valued contributors within the community.

JOB PURPOSE

To support Kisharon's Social Worker in the facilitation of transition pathway for people joining the service and contribute to meeting the needs of people Kisharon supports.

Promoting independence, choice and control are at the heart of this post.

Working alongside the Social Worker, you will be the first point of contact between the public and the service, proactively gathering information and identifying the need for further assessment, as well as signposting people to other services. You will assist the Social Worker with a variety of tasks, including assessments and regular reviews.

MAIN DUTIES

- Manage the 'front door' of Kisharon's Adult Services, support people and their families to navigate social care systems, and champion a person-centred approach.
- Provide input as required, ensuring that Kisharon links internal and external agencies to support the needs of people who use our services.
- Offer support to people we support and Kisharon teams to contribute to improving outcomes for people with disabilities.
- Influence service outcomes so that the expectations of people we support and stakeholders are met/exceeded at all levels.
- Ensure referrals & enquiries are responded to in a timely manner.
- Help plan individual support plans.
- Support with transition process through proactive liaison with Kisharon Noé School and other schools in the locale.

- Manage transition plans together with facilities and management teams to allow a smooth welcome into the service.
- Assist with compiling welcome packs for new supported people
- Liaise with Brokerage Teams and lead on Call Off processes
- Support with preparation of support proposals and cost breakdowns for potential newcomers into the services
- Review and follow up of plans internally and at the request of external professionals.
- Contribute to the safeguarding processes at Kisharon.
- Support with Deprivation of Liberty (DoLs)/Liberty Protection Safeguards (LPS) processes.

Development

- Keep up to date with National and local policy, change and challenges, and ensure that Kisharon's vision and strategy remain ahead of these.
- Support staff to be aware of local and national initiatives and how these impact on their work.
- Ensure that views and experiences of people with learning difficulties and their families are fully considered in the planning and delivery of services.
- Perform technical tasks such as creation of documentation and oversee their implementation into the services.
- Attend professionals' meetings, both internal and external.
- Actively support the Social Worker by undertaking any other duties commensurate with the job or needs of the service.
- Market Kisharon's services and maintain a waiting list of people we support, match service provision and signpost internally and externally where appropriate.
- Identify key issues affecting adults with learning disabilities and contribute to the development of policies to address these issues in line with the requirements of 'Valuing People Now', 'Think Local - Act Personal' and the principles of promoting Independence.
- Coordinate and attend allocations meetings

Communication

- Accurately record, report and communicate using accurate evidence-based information in accordance with statutory and organisational requirements.
- Communicate effectively with a variety of audiences through written, verbal and other means of communication.
- Have competent IT skills.

Case Management

- Work directly with adults and their families in a manner appropriate to the role, and communicate these experiences and any dilemmas to the senior Social Worker and the Kisharon Leadership Team so as to influence strategic change and improvement.
- Engage in frontline practice including assessments and interventions where appropriate.
- Provide creative approaches to delivery of social care services within the boundaries of legislation, policy and practice.
- Offer a benefit advice service to people supported by Kisharon, and those seeking support in the future.

General responsibilities

- Risk Management – be responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures, and support resulting learning and improvement. Responsibility for attending health & safety training as required. Responsibility for assisting with risk assessments.
- Maintain high professional standards of work, attendance, punctuality, appearance, and conduct.
- Develop strong, positive, collaborative relationships with internal and external stakeholders, to include people we support, parents/carers, colleagues, agencies, professionals, etc.
- Contribute to the overall ethos, work and aims of the organisation.
- Ensure confidentiality is maintained at all times.
- Participate in CPD and learning activities as required.
- Ensure compliance with relevant legislation and keep up to date with best practice.
- Ensure your understanding and compliance with Kisharon's policies and procedures, including but not restricted to, Safeguarding, Confidentiality incl Data Protection, Whistleblowing, Equality & Diversity, H&S, Disciplinary, Grievance, discrimination/harassment/bullying and Absence & Sickness policies.
- Respect and promote diversity, equal opportunities and Kisharon's cultural/religious ethos and values.
- Act with integrity, seek solutions, celebrate achievements, be a welcome and familiar presence in our services, and demonstrate our vision and values.

Person Specification – Social Work Assistant / Intake Coordinator

KEY CRITERIA		Essential	Desirable
Qualifications And Training	<ul style="list-style-type: none"> Degree or equivalent in Social Work, Nursing or Allied Health Experience in social work / social care / housing areas of responsibility, nursing, or Allied Health Recognised management qualification or experience 	X	X
Role responsibilities competence & knowledge	<ul style="list-style-type: none"> Knowledge of the Valuing People Now agenda and commitment to the modernisation of services – including personal budgets Knowledge of the impact of welfare benefit changes on support arrangements Knowledge of external funding opportunities Evidence of effective liaison and co-operative working with other agencies Understanding of and commitment to the requirements of safeguarding vulnerable adults Experience of developing social / cultural / religious activities 	X X	X X X
General skills & abilities	<ul style="list-style-type: none"> Ability to multi-task and prioritise workload, work under pressure and to deadline Strong administrative & organisational skills Strong IT skills including sound knowledge of MS Office, applications and databases, internet searches, and ability to use or learn social media and other applications Well-developed interpersonal skills, ability to deal with colleagues and external professionals at all levels Excellent communication skills - written, face-to-face and telephone Good numeracy skills Ability to deal sensitively and appropriately with confidential information Accuracy and strict attention to detail 	X X X X X X X	
Work-related personal qualities	<ul style="list-style-type: none"> Commitment to continued professional development Dedication to working efficiently and effectively, to complete each task to the highest standard Work flexibly, successfully respond to changing situations Take responsibility for own actions Pro-active, solutions-focused, positive attitude Commitment to equality of opportunity for all in employment and service delivery Use initiative, work independently and in a team Abide by strict confidentiality at all times Enthusiastic and self-motivated Respect and get on with wide range of people Respect and support our care and Jewish ethos Positively represent Kisharon 	X X X X X X X X X X X	

This job description is an outline of the key tasks and responsibilities of the role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the organisation and its services, as well as the personal development needs of the post holder.

KISHARON IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT.

AN ENHANCED DBS CHECK IS REQUIRED FOR THIS POSITION.

This job description has been received and agreed by:

Name:

Signature:

Date: