Job Description Care Manager

Job Purpose & Objectives

Details

To provide a Social Care service, supporting people in vulnerable circumstances and their carers to achieve a maximum independence and autonomy, as directed by national policy, legislation and guidance in accordance with the Councils policies. This includes providing a service to older people, people with dementia, people with physical disabilities, people with learning disabilities, people with sensory impairment, people with mental ill health needs, people who misuse alcohol or drugs needs, and people with combinations of various needs.

To support people in vulnerable circumstances to access eligible funding, and provide support where wished and / or required, to develop personal support plans, including consideration of the use of Direct Payments.

To ensure effective and equitable distribution of social care resources in a manner that ensures the assessed eligible needs and risks to the individual have been considered and addressed

To develop effective relationships with people using our services, to facilitate and promote effective positive changes.

To ensure the mental capacity of people to make specific decisions is appropriately considered, and where necessary, responded to.

Main Duties & Responsibilities

Details

Providing Suitable Information: To provide suitable information, support, and advice where needs have been identified, or requests for information made

1.2 Assessments of need / duty work: As required under the Department of Health Guidance, to gather information from service users, carers, health professionals and other agencies to undertake and prepare person centred and needs led assessments in line with the required Assessments Processes (e.g. single assessment, ICPA, etc). This will often be in a crisis situation when we are 'on duty'.

1.3 Care Planning / Support Planning / Direct Payments: Support individuals to prepare, develop and plan their Care Plans and, where appropriate, with their carers support, the individual to arrange and / or represent holistic care plan, taking the lead on individual brokerage where required, negotiating required services. These plans will sometimes be joint with other agencies / professional e.g mental health. This will include supporting the person to utilise Direct Payments where wished and appropriate. This work will often be required to be undertaken quickly and urgently when on duty.

1.4 Reviews: To undertake the monitoring, adjusting, evaluation and reviewing of Assessments and Care Plans for service users and carers

1.5 Accessing Funding: To support individuals to access eligible sources of income, including where appropriate benefit checks; continuing health care; community care; Supporting People monies, etc.

1.6 Mental Capacity: To consider whether a person may not have the mental capacity to make specific decisions and to take forward appropriate actions under the Mental Capacity Act as required.

1.7 Financial Management: To operate within financial and budgetary guidelines whilst applying the Borough's eligibility criteria and balancing risks to service users and carers. To identify with the service user the most cost effective care packages to meet needs, to cost packages of care, detail the case for provision of services and submit to Management for agreement.

1.8 Recording: As statutory duty dictates, maintain essential records including information for continuity, safeguarding and statically purposed and create and store records and information available in accordance with data protection. To use computerised systems appropriate to the Care Management role. To prepare and produce paperwork including the typing of Care Plans / support plans, assessments and reports.

1.9 Partnership working: To forge and maintain effective links with partner agencies, e.g GPs, Community Nurses, Psychiatric Services, Police, etc, to ensure useful and effective partnership working.

1.10 Duty Work: To undertake duty / immediate response work within the team to make unknown and often potential critical situations safe. To negotiate emergency provision of services to ensure immediate and most critical needs are met. To co-ordinate other professionals; assisting them to be aware of their roles and limitations.

1.11 Contribute to the development of services: To participate in any new service developments

1.12 Business Continuity: The provision of assistance to other teams in other areas as determined by the Operational Manager.

1.13 Continued involvement in the long-term support of more complex cases where individual Care Manager work has been undertaken from an early stage and appropriate supervision is in place. The post holder may be required to undertake such other duties as are required and are commensurate with the level of responsibility of the post.

Supervisory/Managerial Responsibilities

Details

Communication/Contacts

Details

Post holders will have day-to -day contact with service users and carers. There will also be frequent contact with providers, health professionals, volunteers and colleagues within other Council business areas. There will be a need for the post holder to understand the boundaries of confidentiality and to have negotiation skills

Career Path Linked to this Post

Details

Additional Information

Details

General Information for all Posts

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Service Director/Headteacher.

NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Service Director or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.