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| **Job Description**  **Early Help Caseworker (Respiratory)**  **Reports to: Prevention and Early Help Manager**  **Responsible for - Directly: 0**  **Working environment: Office/Community Based (Hybrid)**  **Working hours: Full time, 37 hours over a 5-day week**  **Fixed term: 1 year (iBCF Funded)** |  |

**Purpose of role**

To make contact with and support residents, specifically those with a diagnosed respiratory health condition, with multiple low-level needs to find solutions to resolve their immediate and longer terms issues in liaison with multi-agency partners operating as part of the Great Yarmouth Community Hub. To help build a strong, resilient and cohesive community where residents aspire to the highest levels and achieve their full potential.

**Main responsibilities**

• To support and review residents in relation to their immediate issues in order to identify the best course of action, guidance and/or support to meet the person’s needs and help prevent further recurrence.

• Arrange and carry out visits either by phone, virtual appointment or by visiting the home of the resident in need of support; drawing-up support plans as appropriate.

• To arrange, review and monitor outcomes to meet assessed need as agreed within the service user’s support plan. This may include:

o Liaising or enabling service users to liaise with providers and departmental support sections over administrative, contractual and financial arrangements

o Facilitating delivery of support plans

o Support service users who wish to commission their own services to do so

o Working with the E-CINS and Systm1 systems in the Community Hub to assist service users. Provide support where needed with relevant form filling when no alternative provision to do so is in place

o Encourage self-directed support and individual budgets

o Ordering and demonstrating the use of equipment and adaptations and checking that they meet the needs identified as and if required

• To attend Collaboration meetings as and when required.

• To maintain good relationships with Health and VCSE agency providers operating across the locality as well as statutory service providers and commissioning agencies.

• To function as part of the wider Community Hub and corporate council ‘One Team’. For example duty to support the overall work of the team whilst accountable to the Prevention & Early Help Manager.

• To support individuals to understand the roles of other disciplines or other agencies where needs are identified.

• To promote safeguarding awareness with service users and multi-disciplinary colleagues. Keep updated on current safeguarding guidance and practice and be vigilant in all activities.

• To ensure service delivery is geared to meet the service users and carers ethnic, religious, cultural and linguistic backgrounds.

• To maintain records as required for the purposes of Great Yarmouth Borough Council Standing Orders and administration.

• To be available as necessary to attend meetings, including working outside normal working hours.

• To undertake such other functions which are consistent with those listed above and appropriate to the title and grade of the post as may be necessary or may be directed in order to facilitate the performance of the above duties and the general service delivery and working efficiency of the Borough Council

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

**1. Experience/ Knowledge**

**Essential**

1.1 Knowledge and understanding of the relevant Health and Social Care legislation for children and adults and an awareness of safeguarding.

1.2 Experience in partnership approaches to problem solving and conflict resolution.

1.3 Knowledge of how voluntary, public, private and community sectors are related and work together.

1.4 Knowledge of the assessment process and electronic case management systems.

1.5 A commitment, knowledge and understanding of equal opportunities policy and anti-discriminatory practice.

2. **Qualifications & Skills**

**Essential**

2.1 GCSE (Grade C English/Maths or equivalent).

2.2 A relevant level 3 qualification in (e.g. NVQ 3).

2.3 Direct or relevant experience in co-ordinating and working within multi-agency partnerships with potentially conflicting agendas.

2.4 Be able to communicate clearly and appropriately with members of the public, colleagues and staff in other agencies – verbally, on the telephone and in writing.

2.5 Able to work effectively as a member of a multi-disciplinary team as appropriate.

2.6 Ability to gather qualitative and quantitative information and analyse objectively.

2.7 Ability to assess risk and take appropriate action.

2.8 Ability to manage complex relationships.

2.9 Be able to exercise judgement and initiative within designated areas of responsibility.

2.10 Be able to demonstrate good keyboard skills with a view to using various computerised and electronic case management systems.

2.11 An ability to develop and change in light of the changing health and social care policy environment in relation to the multi-agency approach of the Community Hub.

2.12 Able to plan, manage, prioritise workloads, demonstrating good time management skills.

2.13 Be able to work effectively under pressure within council procedures and respond effectively in a crisis.

2.14 To be able to adopt a learning attitude and have the ability to adapt to change.

**3. Personal Qualities and Attributes**

3.1. Ability to travel to locations not accessible by public transport.

3.2. Willingness to work in a range of settings depending on the needs of the service.

3.3. A willingness to undertake continuous professional development.

3.4. Ability to respond and relate to a diverse range of stakeholders, utilising strong listening skills and an ability to communicate through a wide range of media.

3.5. Ability to counsel and advise others providing the relevant support.

3.6. To be able to respond effectively and professionally to local residents, stakeholders, customers and staff, both within the organisation and within partner agencies.

3.7. To uphold legal responsibilities relating to child protection, the protection of vulnerable adults and equal opportunities.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

**4. Agreed Behaviours Framework**

4.1. Putting Great Yarmouth first

4.2. Effective and open communication

4.3. Respecting others

4.4. Working together

4.5. Embracing change

4.6. Taking personal responsibility

**5. Additional requirements**

5.1.Required to work some unsocial hours on occasions

Respiratory Case Worker Operational Functions

1. **Actions**

1.1 Work collaboratively with / liaise with Health Connectors and Health partners

1.2 Utilise primary care patient pathway including referral mechanisms

1.3 Work towards KPI’s around target cohort and record all actions / outcomes for project assessment / development

**2. Outputs**

* 1. Follow triage process to record raw data and case outcomes.
  2. Create support plans for individuals to improve health and wellbeing
  3. Increase in appropriate referrals to smoking cessation, vaccinations, respiratory support services, Primary Care health services, Wellbeing activities, housing services, financial support including debt relief, benefits advice etc.

1. **KPIs / Measures**
   1. Number of patients referred
   2. Number of patients accepting service
   3. Level of input: Information and Signposting, One off support, Ongoing casework
   4. Number of face-to-face interactions

3.5 Number and destination of onward referrals