

Job Title	Self Directed Support Facilitator
Job Grade	Band 3
Directorate	Adults, Health & Community Wellbeing Access, Assessment & Care Management

Job Purpose

Under supervision to promote a model of self directed support with service users and carers to determine their own solutions

To work as a member of a multi-disciplinary team within the self directed support model using the principles of personalisation

Key Accountabilities

- To facilitate and support service users to undertake supported self assessments and reviews to identify needs and outcomes. Providing assessment of need taking into account current support systems and to identify potential risks, for example in relation to the mental capacity act, continuing health care and safeguarding.
- Facilitate service user choice and empowerment through promoting independence as far as possible, by using knowledge and skills to promote quality of life, through the application of the principles of the personalisation agenda, such as support planning, and validation / risk management board.
- Facilitate service users in the development of support plans using a person centred approach. Through using the wide range of tools and options available to support the service user in determining their own outcomes and how they could be met.
- To assist in the identification of systems of support with service users and carers to enable them to maintain/improve their quality of life to function as independently as possible.
- To liaise with statutory and non-statutory/voluntary agencies to achieve a support plan, as is considered appropriate.
- To facilitate the service user in the identification of services within the community and where appropriate the purchasing of services, to meet both their short term and long term needs as identified by them, via the service placement team.

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- To refer, liaise, consult and work effectively with other professionals in order to identify and meet service user / carers needs e.g. Social Care Staff, Essex Equipment Service, Health Care Professionals, District Councils, Housing Teams, Home Improvement Agencies and contractors. In integrated teams, to positively contribute to the achievement of joint working practices.
- Provide written reports and support plans to represent service user / carer's needs and aspirations and to present ideas and solutions to meet identified needs.
- Under supervision prepare sketches, diagrams and specifications with other agencies. Ensure the safe use of equipment and adaptations, evaluate and review its effectiveness and teach service users and carers to safely use equipment, to comply with relevant legislation, policy and guidelines on safe working practices.
- To hold a caseload appropriate to post holders expertise and personal development.
- To ensure a high level of data quality for all information recorded, ensuring that the information is timely, accurate and complete.
- Through discussions on relevant developments on each case actively participate in Essex County Council's supervision and My Performance / Review which reflects best practice.

Knowledge, Skills and Experience

- Good standard of education (GCSE english or maths or equivalent).
- A practical understanding of physical, emotional and attitudinal barriers facing disabled people.
- A good understanding of social care organisations, its role and responsibilities.
- A basic knowledge of equipment and adaptations available to promote independence.
- Must obtain or hold an enhanced Criminal Records Bureau disclosure certificate.
- Completion of or an interest in undertaking, higher education in a social care related field.
- A good working knowledge and ability to use information technology and related systems, such as Microsoft Outlook and Microsoft Word.

Values and Behaviours

Passionate about achieving results

- Constantly strives to do an excellent job for the Council
- Learns from mistakes
- Is professional and positive
- Takes responsibility for monitoring and achieving own targets

Responsive to customer's needs

- Listens and responds to every customer in ways that show courtesy, respect and understanding of their individual needs
- Maintains clear communication with customers concerning expectations and progress
- Takes responsibility for resolving customer queries and responding to requests, within service standards/timeframes
- Receives and acts on customer feedback positively to improve own customer service

Inspirational and bold in thinking and solutions

- Is receptive to change, being open to new ways of working
- Acts promptly and decisively to overcome obstacles and provide solutions
- Takes opportunities to progress the work and avoid problems in the short term
- Applies good practice to meet service or Council needs

Supportive of others' input and perspectives – working as one

- Treats colleagues with respect and values them as individuals
- Maintains positive relationships with colleagues

- Supports colleagues and is flexible towards others' needs
- Practices open and honest two-way communication, listening to others and actively sharing information
- Contributes to team dialogue/meetings in order to develop own and team's performance

Motivating others and trusting them to deliver

- Encourages others, acknowledges their efforts
- Shares skills and knowledge in areas of own expertise, to support others
- Makes sure those they are working with have all the necessary information to do the job

Circumstances specific to the post

Essential

Required to be mobile throughout Essex and therefore a valid driving licence and use of car required, unless the role can be undertaken effectively by alternative transport arrangements.