

<b>Job Title</b>	Self Directed Support Practitioner
<b>Job Grade</b>	Band 4
<b>Directorate</b>	Adults, Health & Community Wellbeing Access, Assessment & Care Management

### **Job Purpose**

To promote a model of self directed support to service users and carers to determine their own solutions.

To work generically 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 evaluate potential risks, for example 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 application of the Social Model of Disability and inclusive communication.
- Facilitate service users in the development of support plans using a person centred approach in liaison with statutory and non-statutory/voluntary agencies. 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.
- 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, at validation / risk management board discussions and Family Group Conferencing.
- To facilitate service users in the identification of services within the community and purchasing of services on their behalf to meet both their short term and long term needs as identified by them via the service placement team where appropriate.

P00042 Self Directed Support Practitioner v1.0

- Prepare sketches, diagrams and specifications with other agencies. Evaluate the safe use of equipment and adaptations, 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 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.
- To facilitate service users and carers in the identification of assessment and support plans using appropriate tools to enable validation.
- Financial responsibility in relation to support planning and ECC charging policy.
- To hold a caseload of a level of complexity and provide case management, guidance, support and expert advice to social care staff and students, as and when required.
- To ensure a high level of data quality for all information recorded, ensuring that the information is timely, accurate and complete.
- Record, investigate and respond to safeguards and risk management boards, complaints and compliments, and provide detailed and professional responses in accordance with relevant standards and time frames.

### **Knowledge, Skills and Experience**

- Diploma / Degree in Social Work, CQSW, CSS or equivalent or Diploma of the College of Occupational Therapists or B.Sc. O.T. or other professional qualification recognised by the World Federation of Occupational Therapists.
- Registration with the Health Professions Council as an Occupational Therapist and/or Registration with General Social Care Council.
- Approved Social Worker status (specific to Older Adult Mental Health).
- A good working knowledge and ability to use information technology and related systems.

## **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 an operational area. To be able to attend meetings or provide cover in other locations. Driving licence and car or access to other effective transport arrangements is essential.