



Job description			
Job title	Assistant Care Manager		
Grade	Pay Band G		
Directorate	Health & Social Care		
Service/team	Front Door Team		
Accountable to	Team Manager		
Responsible for	N/A		
JE Reference		Date Reviewed	

Purpose of the Job

To answer calls as the first point of contact into Adult Social Care.
To contribute to the assessment and care management system by supporting people to complete simple needs based assessments and by supporting social workers in the day to day undertaking of their role. As a key worker, to arrange services and reviews with service users and/or their carers and monitor accordingly

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

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1. To carry out simple needs based assessments with service users and/or their carers within agreed procedures to determine their needs, level of risk and urgency in response in order that an individual support plan can be identified.
2. To implement, co-ordinate and maintain individual support plans and act as key worker in appropriate cases to ensure that services are arranged to meet identified and appropriate needs.
3. As part of a team to monitor the implementation of individual support plans and periodically review the progress of simple needs based assessments.



4. To refer significant changes in needs to appropriate parties and ensure that the support plan is amended to meet these changing needs.
5. To liaise effectively with service providers and/or carers to ensure their involvement in the care process and to ensure the fullest possible range of services is available to meet the identified needs.
6. To monitor and assess the progress of people undergoing rehabilitative support and where appropriate, arrange simple packages of care to support their discharge into the community.
7. To follow up requests for information about a service users financial situation to support residential and nursing home placements.
8. To maintain service users records/systems, including the use of computerised databases, to ensure provision of accurate and up to date information.
9. As a member of the team, to contribute to the development of services by offering views and ideas to ensure the continuing provision of a high standard of care to all services users.
10. To undertake such training as identified and required by the department.
11. To comply with all the Council's Standing Orders and financial regulations.
12. To comply with all requirements of the Health and Safety legislation and Council Policy, taking appropriate action where necessary.
13. To be aware of and report any safeguarding concerns as per Knowsley safeguarding policies and procedures, safeguarding is every body's responsibility.
14. To respect the confidential nature of the work and protect personal information in accordance with Data Protection Legislation.
15. Actively participate in supervision and My Time and demonstrate an active commitment to continuous personal development by attending relevant training and development opportunities including team meetings.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.