

Job Description

Position Details

Position:	Functional Assessor
Directorate:	Adult and Community Services
Service:	Home Care
Position no:	Various
Grade:	5
Hours of work:	24.5
Work style:	Service Based Worker
DBS required:	Enhanced Disclosure
Contact:	Donna Mahoney
Date:	July 2025

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Home Care Monitoring Officer

Responsible for: Supporting individuals in regaining or maintaining their capacity for independent living within the community by preventing unnecessary admissions, facilitating the prompt discharge of service users from acute and community hospitals, and ensuring appropriate long-term care arrangements.

Working within the Home Care Functional Assessment Team (FAST) to provide a short term assessment of needs. The assessment will inform professionals about what interventions may need to be commissioned to meet the individuals identified outcomes

Collaborating effectively with multi-disciplinary teams to empower individuals to live fulfilling lives in their own homes while achieving their identified personal outcomes. Providing high-quality, efficient services in compliance with CIW Standards and Regulations.

Monitoring and responding to changes in individuals' needs by updating care plans accordingly and providing relevant feedback to the Home Care Monitoring Officer. Actively engaging in the planning of care and discharge processes to promote independence and mitigate risks.

To work on a rota to deliver care in order to understand care and support needs

Principal Accountabilities

1. To work within a regulated Domiciliary Support Service, to become a registered Social Care worker with Social Care Wales, and to abide by the professional code of practice and practice guidance for Social Care Workers

2. To support individuals, including those with complex health and care needs, in maintaining independence within their own homes

3 To conduct individual assessments of need and collaborate with the Home Care Monitoring Officer to develop appropriate intervention plans

4 To provide comprehensive advice, support, guidance, and information to service users and their carers, empowering individuals to address and resolve their own challenges

5 To make informed decisions daily regarding service user readiness for assessment.

6 To apply initiative and expertise to assess whether changes are needed in planned care, such as aids and adaptations, monitor progress, and report necessary variations

7 To utilise effective communication techniques to motivate and promote cooperation from both service users and their families/carers, recognizing when additional reassurance or encouragement is required while remaining sensitive to limitations and fatigue

8 To perform environmental assessments and ensure that environments and equipment are prepared to deliver support plans that align with identified goals.

9 to complete accurate records of all visits and ensure that care plans are clear and accessible for care staff .

10 To liaise proactively with staff and external agencies regarding individual progress, promptly communicating any changes, concerns, or deteriorations in health

11 to contribute to any reports that may be required by partner agencies, or other professionals.

12 To function as part of a team by managing designated workloads and assisting with specific duties within the community

13 Develop links with secondary care colleagues, Community Resource Team and Hospital Discharge Hub supporting the 'patient flow' agenda supporting an early discharge home

14 To undertake tasks in an outcome-focused manner, demonstrating respect, privacy, dignity, choice, rights, and upholding the values of all service users, regardless of disability or personal circumstance, and ensure that individuals have a voice in decisions regarding their care

15 Responsibilities may include (but are not limited to) supporting or directly assisting individuals to:

- Maintain continence, including stoma care and catheter management.
- Wash, dress, and use bathroom facilities.
- Support the use of aids/equipment per training and risk assessment (e.g., prosthetics, dentures, braces, hearing aids).
- Address nutritional needs, including meal preparation and assistance with eating and drinking, as guided by specialist assessments.
- Maintain skin integrity and prevent pressure areas, collaborating with health professionals when necessary.
- Administer medication, accurately record administration, follow policy, and collect medication from pharmacies when required.
- Provide palliative and end-of-life care in line with departmental best practices and support family/relatives.
- Perform domestic duties, laundry, and shopping as required.

- Ensure property is left safe, clean, and secure

16. to ensure the safe use of hoists and moving/handling equipment in accordance with training, risk assessment, and OT guidance

17. Assess, request, deliver, demonstrate, and, where necessary, collect assistive equipment

18. Monitor, fit, and adjust specialist equipment in compliance with relevant health and safety legislation

19 Recognise when referrals to other agencies for home adaptations and aids are needed.

20 Manage conflicting, challenging, and contentious situations professionally; seek guidance as appropriate.

21 Complete 45 hours of training over three years to maintain registration as a Social Care Worker.

22 Adhere to a flexible working pattern, including weekends as per rota requirements and management directives.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
NVQ / QCF Level 2 in a Care related subject	E	A
NVQ/QCF Level 3 in Care Related subject	D	A
Registered with Social Care Wales once in post	E	A
Key handler training must be completed within 6 months of commencing post	E	A
All Wales Manual Handling Passport (current)	D	A
Experience		
Experience of working in a social/health care setting	D	A
Experience of working with other agencies, both public and private	D	A
Experience of managing own workload and working independently		
Knowledge / Skills		
Understand and respect the principles of Promoting Independence	E	A/I/PP
Understand the core values i.e. privacy, dignity, right and choices of service users	E	A/I/PP
Knowledge and Understanding of CIW Standards and Regulations	E	A/I/PP
Demonstration of an understanding of physical and emotional needs in relation to disability	D	A/I/PP
Understand and respect the principles of confidentiality	E	I/PP
Able to communicate in writing, including record and report writing	E	I/PP
Able to display patience and encouragement	E	I/PP
Able to verbally communicate effectively	E	A/I/PP
Ability to work in stressful and sometimes challenging situations	E	I/PP
Have a flexible approach to duties	E	I/PP
Ability to manage time effectively	E	I/PP
To be responsive to individuals needs, to show empathy and sympathy and to deliver care with sensitivity	E	I/PP
Special Working Conditions / Requirements		
Hold a full driving licence and have use of a car for work	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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