



## Role Description

Post Title:	Assessment & Review Worker- Front Door/Integrated Discharge and Emergency Dept
Post Number:	SOPH8D, SOPH8E, SOPH13
Directorate:	People's Services
Department:	Contact Cares
Grade & Salary:	SCP 12-17 – Shift, Weekend and Bank Holiday enhancements where role requires
Reports To:	Team Manager/Assistant Team Manager/Senior Social Worker

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## Purpose

Under the supervision of the Team Manager / Assistant Team Manager/Social Worker, to assume case responsibility and undertake needs-led assessment and care planning with service users and, where appropriate, their carers.

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## Responsibilities & Outcomes

1. To work within a multi-disciplinary team and assume case responsibility for individuals and, where appropriate, their carers who require Discharge from Hospital or an Intermediate Care Unit/Urgent Community Response in the community or in the Emergency Department and planned assessments in line with grade (determined by the manager), initial or ongoing practical help and/or assistance.
2. To identify eligible needs and outcomes and identify appropriate services to meet those needs and outcomes – signposting where a person's needs fall outside of the remit of Social Care.
3. To undertake needs led assessments/reviews with appropriate supervision from duty managers in and out of hours, in accordance with Departmental Policy, procedure, and current legislation, including the two-hour target for individuals that meet the Urgent Community Response criteria. Ensuring case responsibility is safely transferred following intervention where required.
4. To implement, co-ordinate and maintain individual Care Plans.
5. To initiate and participate in reviews and case conferences as required within agreed Departmental and team standards/performance indicators.
6. To prepare all relevant documentation and reports appropriate to their level of case responsibility and in accordance with Departmental Recording Policy.

7. In collaboration with the multi-disciplinary team and with the support of the Social Worker if required, facilitate the discharge of patients placed in the Intermediate Care Units in accordance with Council policies and procedures.
  8. To liaise effectively with other professionals, service providers, individuals and their carers to ensure agreed outcomes are met.
  9. To maintain links with other staff within the Department and other Agencies and if required to provide a support service to other professionals as identified by the Team Manager.
  10. To make grade specific decisions in relation to the Mental Capacity Act regarding best interest and capacity – with appropriate support and oversight from the management team and Social Workers/ Trained Best Interests Assessors (BIA) when needed.
  11. To support each team within the Front Door and Hospital Discharge by completing relevant assessments/reviews and referrals as and when capacity allows.
  12. Out of hours or when the Care Arrangers are unavailable - To act as a service broker to arrange, commission and coordinate appropriate services to meet eligible need.
  13. With oversight of the Team/Assistant manager represent the Department at multi-disciplinary meetings.
  14. Create onward referrals to teams within and external to the Department to ensure service user need is met.
  15. To liaise with, develop and maintain effective working relationships with other professionals, service providers and individuals and their carers to ensure agreed outcomes are met.
  16. Work in line with departmental policy and procedure, within the Social Care Legislative Framework and within set budgets. Meeting defined key performance indicators around response times e.g Urgent Community Response requires assessors to be with the patient within 2 hours of receipt of referral.
  17. Contributing to the development of overall Borough Provision by:
    - (i) Attending meetings, working parties and forums.
    - (ii) Suggesting policy and procedural improvements.
    - (iii) Identifying opportunities for development of services.
    - (iv) Undertaking training linked to the role, and as identified by the Team Manager.
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## Relationships

Key internal and external contacts

Within the organisation:

- *STHK Colleagues in Whiston and St Helens Hospital and Community Services*
- *Elected Members*

- *Staff within Contact Cares and the Wider Adults Department*

At a borough level

St Helens Together  
Integrated Care Board  
Commissioning colleagues

At a regional level

- *Neighbouring Authorities and GP/Health Colleagues*
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## **Generic responsibilities**

- To contribute to ensuring the function's business targets are met, in accordance with best practice, to agreed specification, and with full compliance with health, safety, professional standards, statutory and other relevant legislation.
  - To work collaboratively with Council colleagues as and when required.
  - To behave in accordance with St Helens accountabilities framework and the Council's Code of Conduct a fundamental aspect of which is the "Seven Principles of Public Life".
  - To comply with the Council's Policy Framework.
  - To undertake training and development as required.
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**This post is subject to Disclosure.**

**This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).**

**The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.**

**Date Updated: June 2023**