

**Manchester City Council
Role Profile**

Placement Worker, Grade 6

**Manchester Shared Lives Service, Children and Families Directorate
Reports to: Registered Shared Lives Manager**

Job Family: People Care & Support Direct

Key Role Descriptors:

The role holder will deliver high quality support for citizens, managing existing and future risks through assessment, and creating plans which ensure the individual needs of citizens are appropriately considered.

The role holder will assist citizens to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

Key Role Accountabilities:

Establish and maintain relationships with citizens to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual's needs and ensure positive outcomes.

Provide support and advice to citizens which provide the opportunity to engage with appropriate local and national organised and community based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that citizens are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use citizens individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Shared Lives is a nationally recognised way of providing support to vulnerable people. Manchester has operated services for over twenty years and is one of the largest schemes in the country operated by a Local Authority. We recruit, train, match and support approved individuals or families, known as Shared Lives Carers.

The Manchester Shared Lives scheme widens the choice of services available to vulnerable people living in the community, giving them the opportunity of experiencing life within another setting; or receiving informal support in their own home or the community. We are committed to providing good quality, cost effective local services.

The people who use our services have a range of social care needs and may be older people, people with physical and/or learning disabilities, people with mental health needs and young people who are in transition. We also support placement for mother and babies, and adults with chaotic lifestyles.

The central idea/‘philosophy’ of shared lives is that citizens are supported in an ordinary family life where everyone gets to contribute to real relationships and are able to be an active, valued citizen. Shared Lives promotes independence and choice. Citizens are matched with compatible Shared Lives Carers who are able to support and to include an adult in their family and community life.

Shared Lives can provide long term arrangements where the individual moves in to live with the Shared Lives Carer and their family, supported lodgings where the carer offers support into a separate property shared by two or three match citizens, short breaks support for people who may live with family carer’s and sessional support on an hourly basis by befrienders in the community.

Shared Lives Carers help people to develop or maintain independent living skills, friendships and roots in their community and a sense of belonging. The service is regulated by the Care Quality Commission.

Placement workers within the service carry a caseload of both carers and citizens to both monitor and support. This is a dynamic, flexible and personable role that requires working face to face, via the telephone or other communication methods.

Placement Worker – Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising Skills:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others.
- **ICT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Problem Solving and Decision Making Skills:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable plan. Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Strategic Thinking Skills:** Contributes to the development, implementation and evaluation of strategy to shape future plans
- **Financial Management Skills:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
- **People Management Skills:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area

Technical requirements (Role Specific)

Hold or willing to undertake and achieve NVQ Level 4 in Health and Social Care within six months of commencing post.



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Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.

This post is subject to an enhanced DBS check for both adults and children.