

Job Description



Job Title: Trusted Partner Practitioner

Reports to: Day Care Services Manager

Based at: West Suffolk Area

Hours: Flexible - Monday to Friday

Key Objectives of Role

1. To undertake care and support plan reviews of Suffolk County Council (SCC) customers as part of the Trusted Provider Organisation (TPO) contract, working in partnership with Adult and Community services (ACS).

Main Responsibilities

1. To organise and carry out care and support plan reviews for SCC customers.
2. To update those care and support plans as appropriate using SCC's customer database.

Key Tasks

1. To undertake training in the use of SCC'S customer database, as well as other core mandatory training including data protection, safeguarding and confidentiality.
2. To take responsibility for a caseload, organise appointments and carry out the care and support plan review.
3. To accurately record the care needs of the customer, documenting changes as appropriate.
4. If required to ensure that an independent advocate or family member is involved with the review process.
5. To have a good knowledge and awareness of local services and facilities that may be of benefit to customers.
6. To have a good understanding of assistive technology and aids and adaptations that enable people to remain independent for longer.
7. To have the ability to work within SCC's customer database (training will be provided).
8. To have the ability to manage time and ensure that deadlines are met.
9. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.

10. To take personal responsibility for own Health, Safety and Welfare and that of colleagues, volunteers and service users in the workplace.
11. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
12. The duties listed above are not exhaustive and the post holder will be expected to undertake other duties as appropriate and as requested by their line manager.

Person Profile

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Previous experience of working within a care & support role within older people's services or services for adults with a learning disability. 2. Ability to manage a caseload, prioritise those in greatest need, and meet deadlines. 3. Ability to work alone and unsupervised and to work as part of a team. 4. Understanding of outcome-focussed care and support plans that maximise independence and wellbeing. 5. Understanding and awareness of MCA/DoLS, Safeguarding.	E E E E E	A/I A/I A/I A/I A/I
Qualifications: 1. Educated to O Level/GCSE standard 2. Level 3 in Health & Social Care or Equivalent 3. Full UK Driving Licence 4. Fully up-to-date with COVID-19 and Flu vaccines	E D E D	A/I A/I A/I A/I
Skills: 1. Excellent communication skills in both spoken and written English. 2. Ability to write care and support plans and risk assessments. 3. Ability to work alone, unsupervised and as part of a team. 4. Ability to meet deadlines and prioritise workload. 5. IT literate and ability to learn new software databases.	E E E E E	A/I A/I A/I A/I A/I