

# Social Worker - (Level 3)

JE Code: JE0214



**Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council**

<b>Service</b>	Children' Services
<b>Reports to:</b>	Team Manager
<b>Job Family</b>	Care and Welfare
<b>Grade:</b>	H
<b>Political restricted</b>	N
<b>Date:</b>	May 2022

## Key Deliverables

1.	To ensure assessments are carried out effectively, speaking to/observing the child/young person, and within timescales so that their care needs are clearly identified and recorded. To ensure accurate individual case records are maintained electronically for children/young people.
2.	To devise, implements and monitors childcare plans and interventions appropriate for each child/family to address identified needs through regular reviews in line with statutory timescales and legislation. All duties carried out are in line with the 1989 Children Act. To work alongside other agencies and family services to provide a comprehensive range of child support services and solutions.
3.	Responsible for managing a childcare workload which involves supporting children within their families or in care settings, taking timely action to protect children and working with other services to ensure their needs are met across all 5 Every Child Matters outcomes.
4	To work closely with other agencies and services in a co-operative way, sharing information and planning care together to meet the needs of the child/young person holistically.
5	To attend regular supervisory sessions with the Team/Deputy Manager and/or Senior colleagues to regularly monitor progress and identify development needs.
6	Represent the Local Authority in public and private law proceedings which will involve oral evidence being given in Court, writing Court statements, care plans and complying with the directions as set out in Court Orders.

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

This is a career graded post (F-H grade), and this role profile sets out the expectations of a Level 3 Social Worker appointed at H grade of the career progression. The difference between this level and the level below (Grade G) relates to the complexity of the work undertaken and the level of input from more senior colleagues. At this level, the Social Worker is operating in their full professional role and holds a full caseload including complex and challenging cases.

## Essential Requirements (key skills & qualifications)

1.	Social work qualification (DipSW, CQSW, Degree in Social Work or equivalent) and registered as a Social Worker with Social Work England, with proven ability to relate professionally with children and families evidenced through previous work as a Social Worker.
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2.	Keeping up to date with policy and legislation and developments in professional practice. Using reflection and other techniques and development tools to continually improve professional practice.
3.	Ability to analyse, summarise, write and record relevant information clearly and concisely so that it is easily understood by users and colleagues, including using IT systems effectively where necessary.
4.	Able to communicate clearly with clients and with other colleagues, and can question, challenge, solve problems and complete tasks in a timely manner, finding cost effective solutions to meet children's needs.
5.	The role holder will need to be able to resilient and be adaptable to working in different situations and environments.
6.	Able, in consultation with manager, to make considered decisions, analyse and evaluate information in high-risk situations. The role holder will need a good level of critical thinking and creativity, and the need to work at a fast pace.

# Job Family

Care & Welfare  
Grade G



## Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

## Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

## Role Characteristics

At this level social work practitioners with advanced theoretical knowledge of social work and associated disciplines. Jobs at this level will be required to regularly deal with the most challenging service users in the Council's care and will have very high demands of concentration, communication skill and emotional resilience.

## The Knowledge and skills required

At this level, the expertise that underpins job holders' decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

## Thinking, Planning and Communication

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent

comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day-to-day basis with groups and individuals, there will also be a need to take a longer view and maybe up to a year ahead in some cases.

### **Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holders will independently respond to problems, some of them may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

### **Areas of responsibility**

Job holders will not only implement important and far-reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

Job holders will generally have some responsibility for the supervision or co-ordination of other employees, but this will not extend to formal management responsibility. Where roles at this level have formal line management responsibility, they are unlikely to need the level of specialist knowledge credited above. These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### **Impacts and Demands**

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.