Role profile

**Social Worker – (Level 2)**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children’s Services |
| **Reports to** | Team Manager |
| **Job family** | Care and Welfare |
| **Grade**  | G |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date**  | May 2022 |
| **JE Code** | JE0314 |

Key deliverables

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| **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 city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Social work qualification (DipSW, CQSW, Degree in Social Work or equivalent) and registered as a Social Worker with Social Work England |
| **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 and write/ record relevant information clearly and concisely so that it is easily understood by users and colleagues.  |
| **4** | Able to communicate clearly with clients and with other colleagues, and effectively in writing |
| **5** | The role holder will need to be able to resilient and be adaptable to working in different situations and environments.  |
| **6** | Ability to use IT systems effectively to record clear and concise information in respect of children. |
| **7** | Ability to question, challenge, solve problems and complete tasks. |
| **8** | 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.  |
| **9** | Able to manage own time and find cost effective solutions to meet children’s needs. |
| **10** | Proven ability to relate professionally with children and families evidenced through previous work as a Social Worker. |

Job family

**Care and Welfare (Grade G)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city 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
 | **Manager 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
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city 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.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

**The knowledge and skills required**

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. 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 need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

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 which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**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 holder will independently respond to problems, some of which 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 are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

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**

At this level, 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 the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

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.