

Social Worker

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| **Job Title** | Social Worker |
| **Service** | Adult Social Care |
| **Reports to:** | Service Manager / Team Manager / Deputy Team Manager |
| **Job Family** | Care and Welfare |
| **Grade:**  **Code:** | G  MKJECGSWA - G |

**Key Deliverables**

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| **1.** | Risk - Responsible for leading and coordinating cases involving cases of high risk and complexity. Ability to anticipate, assess, analysis and make judgements whilst building trust and credibility and of listening to vulnerable adults are all critical to considered outcomes. Record and monitor. |
| **2.** | Professional Curiosity - Ability to reflect and use creativity to explore individual circumstances to plan appropriate interventions. |
| **3.** | Effective Case Management - Balance the varying demands of a caseload, maintain accurate individual case records and ensure that all required reports are completed to agreed timescales. Supporting informal and peer discussions with all colleagues. |
| **4.** | Strength Based Practice - Supporting individual’s independence and their ability to make choices, maximising those strengths to enable them to achieve desired outcomes. |
| **5.** | Recognise the short- and long-term impact of psychological, socio-economic, environmental and physiological factors on people’s lives, taking into account age and development and how this informs practice. |
| **6.** | Promote and work in accordance with ethical social work practice. |
| **7.** | Coordinate and lead professional meetings. |

**Essential Requirements**

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| **1.** | All post holders will work according to the Council’s Values & Expectations. |
| **2.** | Spoken English Duty Requirement - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post. |
| **3.** | Able to travel to meet service delivery requirements. |
| **4.** | Available to undertake work outside of normal working hours. |
| **5.** | Ability to use IT systems and software effectively to accurately record and communicate. |
| **6.** | Able to evidence a commitment to CPD. |
| **7.** | Social work qualification (DipSW, CQSW, Degree in Social Work or equivalent). |
| **8.** | Social Work England Registration. |
| **9.** | Successfully completed ASYE. |
| **10.** | Commitment to completing Safeguarding Investigation Training. |

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| **Our Values** | **Our Expectations**  We all will…   * 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 |

**The level**

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. Some, but not all, roles will require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not require quite 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.

**The type of thinking, planning and communicating necessary**

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 - maybe up to a year ahead in some cases.

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 under-stood. These skills are likely to have been gained through specific experience and training.

**The freedom to make decisions and innovate**

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.

Although independently responding to problems - some of which may not have been encountered previously - job holders will have access to advice and assistance from team managers or supervisors when serious issues arise.

**The areas of responsibility**

Jobholders are responsible for the accurate and timely assessment of service user needs and 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.

Part of the duty of care delegated to jobholders will be the careful generation and maintenance of 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.

**The impacts and demands of the role**

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, while report writing, attending case meetings etc will call for moderate periods of concentrated mental attention. 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 emotion- al 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 disagree- able, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see jobholders exposed to unpleasant or even threatening people-related behaviour from time to time.