

Department:	Adults & Communities
Job Title:	Social Worker
Grade:	11
Post Number:	
Service/Section:	Care Pathway
Base/Location:	Various
Responsible To:	Service Manager
Responsible For:	N/A

Job Purpose
<p>Deliver a high quality, asset based, person-centred, accountable statutory social care service, ensuring that adults and their families and carers;</p> <ul style="list-style-type: none"> • are able to seek asset based solutions, assess, manage and review their own needs and risks, maximise their own independence and self-direct their responses to deliver agreed outcomes • Can access personalised care and support to meet their assessed needs and maintain themselves in the community • Are protected and safeguarded

Main Duties and Responsibilities
<ol style="list-style-type: none"> 1. Ensure high quality outcome-based responses to all adults eligible for social care services by; <ol style="list-style-type: none"> a. Providing appropriate responses or referrals within required timescales, organisational, policy and legislative requirements b. providing prompt support to meet immediate risks and needs in crisis situations c. providing targeted, appropriate support to the adults' self-assessments of their needs, working in collaboration with colleagues in health and other partner agencies to contribute to multi-disciplinary assessments for improved outcomes d. be productive and effective as a care co-ordinator for adults with complex needs, supporting high risk, complex assessments where there are specific concerns requiring a high level of specialist qualification, knowledge and skills and/or where there are difficult life circumstances or serious trauma. e. ensure that responses are geared to ethnic, religious, cultural and linguistic background, practicing in a manner and delivering services which are in all respects anti-discriminatory f. that concerns and complaints are responded to and are addressed by making appropriate changes to existing practices.

	2. Hold a caseload where the majority of cases present complex issues , requiring complex solutions, and resolution in family/disability/financial/legal matters and 'high profile' referrals
	3. Working under own initiative, with a high level of autonomy, accountability and expertise that recognises when line management support is appropriate
	4. High quality problem solving and negotiation skills within a context of developing positive professional relationships with other agencies
	5. Ability to be effective in time management and adaptive in approach, behaviour and attitudes to manage a complex caseload effectively.
	6. Produce written work of high quality, showing an ability to produce complex and detailed reports/letters/court reports and comprehensive assessments of a high standard
	7. Have a level of expertise and breadth of knowledge appropriate to their length of time in social work, leading to management confidence in their proficiency
	8. Able to plan and act appropriately during crisis situations
	9. Identify, investigate and manage potential safeguarding, mental capacity deprivation of liberty, continuing health care and other high risk/ complex situations where an adults safety or liberty may be at risk, working with all relevant agencies so as to enable adults to take risks whilst protecting them from abuse and individual risk, managing the risks to staff and the Council.
	10. Promote independence and facilitate solutions, providing practical, person-centred assistance for adults, their family/carer and their support network to: <ul style="list-style-type: none"> a. identify community and other natural support resources, hence maximising personal strengths and assets, preventative/universal services and other funding sources b. assess and review their own risks and outcomes and determine, when other interventions have not been successful , where appropriate, the allocated personal budget c. design and cost a mutually-agreed best value support plan to meet agreed outcomes d. liaise and negotiate with local providers, support networks, and other resources e. access, use and review their services, including the effective use of direct payments and the safe use of equipment and adaptations in compliance with relevant legislation, policy and guidelines on safe working practices. f. identify and implement positive solutions in resolving any conflict between the parties involved g. arrange, implement and review support plans if requested by the adult , and providing intensive support if they require it to start activities or test new services h. facilitate complex care and support arrangements on the adults behalf i. refer to the line manager unresolved support and service issues, including

	<ul style="list-style-type: none"> i. cases where it appears that outcomes to meet needs cannot be delivered by the personal budget allocated ii. lack of availability of suitable services iii. local providers' apparent failure to meet national or locally determined quality or performance standards.
	<p>11. Contribute to team effectiveness and response by working to and enforcing Departmental standards and, where joint working is in place, those of the NHS;</p> <ul style="list-style-type: none"> a. prioritising work allocated by the line manager and managing a caseload under regular supervision b. participating in a help desk/response system c. maintaining comprehensive accurate case records and IT records consistent with agreed fieldwork practice d. producing case reports and correspondence for a variety of audiences including meetings, conferences, court, panels and other agencies e. Attendance at meetings, conferences, court, panels and other agencies as appropriate
	<p>12. Undertake the statutory functions of the Department relevant to the post, maintaining an up to date knowledge of legislation, policy and service developments in social work, occupational therapy and related areas of skill and expertise.</p>
	<p>13. Maintain efficient and reliable liaison with other statutory and voluntary agencies as well as other Council departments, having particular regard to effective working relationships with statutory and independent sector providers of community based services, residential and nursing services.</p>
	<p>14. Develop expertise and knowledge of services, conditions and local community resources and to use this to contribute to the management and development of team, group and council-wide policies, processes, projects and services.</p>
	<p>15. Required to provide professional support and appropriate case by case supervision to unqualified workers who are assisting with tasks related to case management of allocated cases. Formal supervision, Continual Professional Development, career progression and management of issues such as competency and sickness absence monitoring will remain the responsibility of Service Managers.</p>

Special Factors

Subject to the duration of the need, the special conditions given below apply:

1. A social worker having undertaken their BIA training, and remaining in a locality team, undertaking a specified number of Deprivation of Liberty

Safeguard assessments (and not being employed in the core team) will continue to be remunerated at Grade 11.

2. Progression to grade 11 is agreed in line with the Council's social work progression guidance.

The evidence required from the progression document will include the ability to demonstrate:

- A majority of caseloads requiring complex solutions, including major adaptations/extensions; complex family/disability/financial matters and 'high profile' referrals
- That the social worker has commenced, or in the immediate future has been accepted to commence post qualification training
- Working predominantly under own initiatives, with a level of autonomy, accountability and expertise that recognises when line management support is appropriate
- High quality problem solving and negotiation skills within a context of developing positive professional relationships with other agencies
- Ability to manage time and a complex caseload effectively
- Written work of high quality, showing an ability to produce complex and detailed reports/letters and comprehensive assessments of an excellent standard
- A level of expertise and breadth of knowledge appropriate to their length of time in this or similar posts, leading to management confidence in their proficiency
- An ability to plan and act appropriately during situations or crisis management
- Evidence in line with the Professional Capabilities Framework at Experienced (Senior Social Worker)

(a) The nature of the work may involve the post-holder carrying out work outside of normal working hours.

(b) The post-holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.

(c) Expenses will be paid in accordance with the Local Conditions of Service.

(d) The post-holder is required to be registered with the Health Care Professions Council and is responsible for maintaining registration

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore a **DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.**

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot justify a reconsideration of the grading of the post.

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	Essential	Desirable	How assessed
<p><u>Qualifications</u></p> <p>Degree in Social Work approved by the Health Care Professions Council (HCPC) or equivalent social work qualification ie Certificate of Qualification in Social Work or Diploma in Social Work, approved by HCPC</p> <ul style="list-style-type: none"> The post-holder must be registered with the Health Care Professions Council and is responsible for maintaining registration Commitment and ability to undertake Practice Educator/Best Interests Assessor or AMHP training (beyond 2 years post qualification) Further relevant training since qualification 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>App/Doc</p> <p>App/Doc</p> <p>App/Doc Int</p> <p>App/Doc/ Int</p>
<p><u>Experience</u></p> <ul style="list-style-type: none"> Evidence of effective assessment and risk management delivery Evidence of prioritising work and meeting deadlines Experience of partnership working with adults to identify and meet need with creative and pragmatic solutions Evidence of working with those who access or need the service to identify issues and identify specific action Can provide clear evidence of practice which relates to post qualification experience in a social work setting Experience of multi-agency/multidisciplinary working and/or of hospital discharge processes Experience of working with carers 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>App/Int/Ref</p> <p>App/Int/Ref</p> <p>App/Int/Ref</p> <p>Int</p> <p>Int</p> <p>Int</p> <p>App/Int/Ref</p>
<p><u>Knowledge</u></p>	<p>✓</p>		<p>App/Int/Ref</p>

<ul style="list-style-type: none"> • Social work methodologies and ability to use them • Relevant legislation including The Care Act , Mental Health Act , Mental Capacity Act • The needs and issues of different adults including ethnic minorities, disability and age issues • Social Care policy such as personalisation, asset based social work, preventative strategies and solutions • Skills and knowledge relevant to a specific specialist social care function e.g. CPA • Knowledge of welfare benefits and welfare rights • Knowledge and understanding of housing issues and their link to social care • Knowledge and understanding of commissioning services to meet needs • Moving and handling risk assessment knowledge 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> App/Int/Ref App/Int/Ref App/Int/Ref Int Int Int Int Int
<p><u>Skills & Competencies</u></p> <ul style="list-style-type: none"> • Ability to undertake direct work with those who access or need the service • Able to work proactively individually but also as a team member to negotiate and implement effective outcomes • Ability to work in partnership with carers, colleagues and a variety of external agencies in order to deliver the most effective service • Ability to remain up-to-date with key legislation and policy and apply legislative requirements within social work practice • Ability to recognise the limits of own accountability and responsibility, and to seek appropriate support, advice and supervision • Ability to assess and interpret people-related information and situations in order to prioritise needs • Ability to manage a caseload and to set (and work to) clear objectives and plans • Use a range of information to direct and provide clear decision making, in order to inform service planning, maximise the efficient use of resources and to prioritise and review performance against targets set 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> App/Int/Ref Int App/Int/Ref Int Int App/Int Int Int App/Int

<ul style="list-style-type: none"> • Excellent inter-personal skills, able to work effectively and collaboratively with people • Skilled in diplomacy, negotiation and persuasion, management of conflict and disagreement and being appropriately assertive • Demonstrates skills in providing direct support and supervision to unqualified workers • Excellent written and verbal communication skills • Evidence in line with the Professional Capabilities Framework at Experienced (Senior Social Worker) 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	<p>Int</p> <p>App/Int</p>
<p><u>Other Requirements</u> An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p>	<p>✓</p> <p>✓</p>		<p>App/Int</p> <p>Med</p>

<p>Key: App = Application Form Test = Test Int = Interview</p>	<p>Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)</p>
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Date Prepared/Revised: 11-4-17