

Department:	Adults & Communities
Job Title:	Social Worker
Grade:	9-11
Post Number:	AC-568
Service/Section:	Promoting Independence, Personal Care and Support
Base/Location:	Various
Responsible To:	Locality Manager
Responsible For:	N/A

Job Purpose
<p>Deliver a high quality, person-centred, accountable statutory social care service, ensuring that vulnerable adults and their families and carers;</p> <ul style="list-style-type: none"> • are able to assess, manage and review their own needs and risks, maximise their own independence and self-direct the 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 citizens 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 including the reimbursement legislation and eligibility guidelines b. providing prompt support to meet immediate risks and needs in crisis situations c. providing targeted, appropriate support to citizens' self-assessments of their needs, working in partnership with colleagues in health and other partner agencies to contribute to multi-disciplinary assessments as required d. acting as care co-ordinator for citizens with complex needs, supporting high risk, complex assessments where there are specific concerns requiring a high level of specialist qualification and knowledge and/or where there are difficult life circumstances or serious trauma. e. ensure that responses are geared to citizens' ethnic, religious, cultural and linguistic background, practicing in a manner and

	<p>delivering services which are in all respects anti-discriminatory</p> <p>f. that concerns and complaints are responded to and are addressed by making appropriate changes to existing practices.</p>
	<p>2. Identify, investigate and manage potential safeguarding, mental capacity, continuing health care and other high risk situations where citizens' safety or liberty may be at risk, working with all relevant agencies so as to enable citizens to take risks whilst protecting them from abuse, managing the risks to staff and the Council.</p>
	<p>3. Promote independence and facilitate solutions, providing practical, person-centred assistance for citizens, their family/carer and their support network to:</p> <ul style="list-style-type: none"> a. assess and review their own risks and outcomes and determine the allocated personal budget b. design and cost a mutually-agreed best value support plan to meet agreed outcomes c. identify community and other natural support resources, hence maximising their assets using benefits, preventative/universal services and other funding sources 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 citizen, and providing intensive support if they require it to start activities or test new services h. 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. i. facilitate complex care and support arrangements on the citizen's behalf
	<p>4. 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

	5. 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.
	6. 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 residential, nursing and community based services.
	7. 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.

Special Factors

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

- (a) Progression to the grade 11 element of the career grade is dependent on an assessment by the Locality Manager as to the complexity of caseload and the level of autonomy & expertise the post holder evidences in their management of cases, using the following criteria;
- A majority of caseloads requiring complex solutions, including major adaptations/extensions; complex family/disability/financial matters and 'high profile' referrals
 - 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
 - Appropriately supportive to lesser experienced staff
- (b) The nature of the work may involve the post-holder carrying out work outside of normal working hours.
- (c) 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
Qualifications <ul style="list-style-type: none"> Degree in Social Work or equivalent qualification e.g. Certificate of Qualification in Social Work or Diploma in Social Work Registration with the Health Care Professions Council and responsibility for maintaining registration Willing to undertake AMHP training 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>
Experience <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 citizens 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 Post qualification experience in a social work agency 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>✓</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>
Knowledge <ul style="list-style-type: none"> Social work methodologies and ability to use them Relevant legislation including Community Care and mental health The needs and issues of different citizens including ethnic minorities, disability and age issues 	<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>

<ul style="list-style-type: none"> • Social Care policy such as personalisation, and Valuing People • 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 	✓	✓	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 • 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 • Excellent written and verbal communication skills 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		App/Int/Ref Int App/Int/Ref Int Int App/Int Int Int App/Int Int App/Int

<p>Other Requirements 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>
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<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: January 2015