

North Somerset Council

JOB DESCRIPTION

<u>DEPARTMENT</u> Adult Social Services	<u>SECTION</u> Adult Support and Safeguarding
<u>JOB TITLE</u> Social Worker	<u>GRADE</u> JG7/JM1

1. JOB PURPOSE

Under the line management of a Team Manager, to assess the risk and care needs of adult service users and young people in transition and their carers, planning, implementing and evaluating appropriate action, negotiating for and co-coordinating the application of resources.

2. DIMENSIONS

Department Caseload

Assessments 4369 (annual)

Referrals 5716 (annual)

3. PRINCIPAL ACCOUNTABILITIES

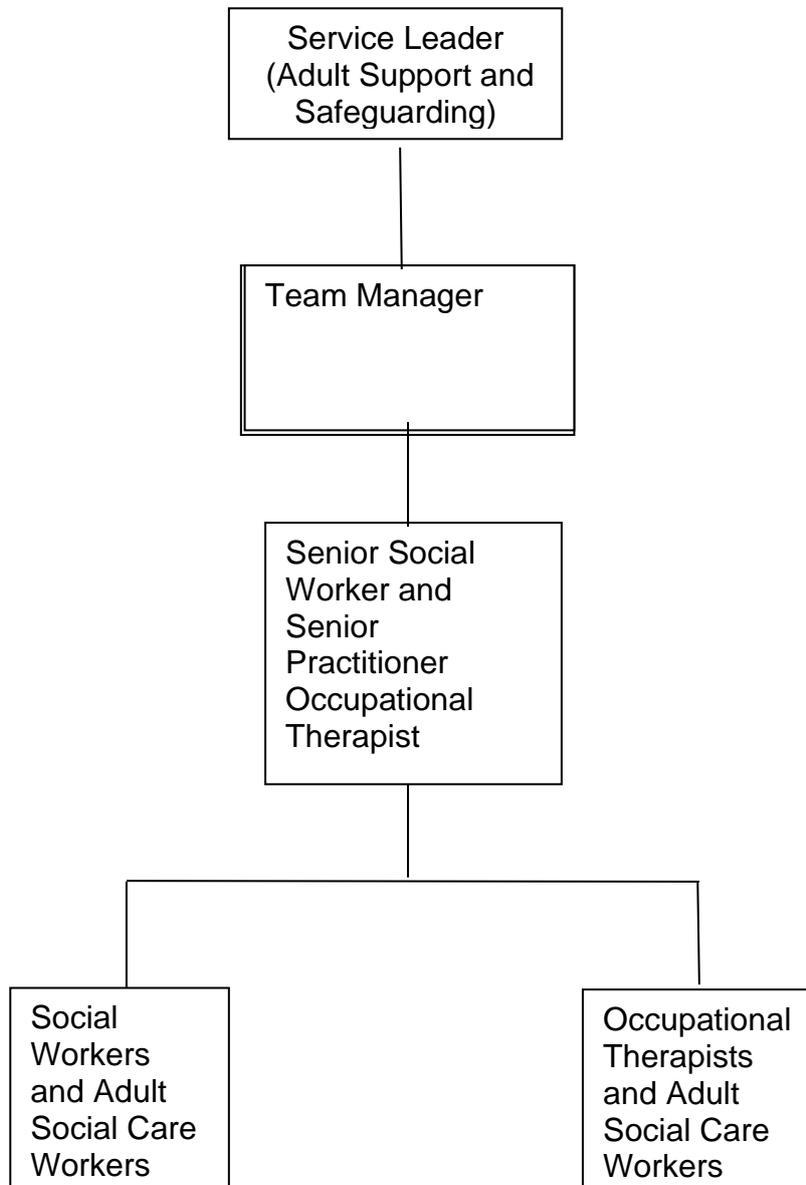
This is a career graded post. Social Workers will be expected to undertake all the principal accountabilities as part of their development. However, Social Workers operating below the bar will be allocated less complex low/medium risk cases and appropriate supervision and assistance will be given dependant on the complexity of the case undertaken.

- (a) To carry out the duties and responsibilities of the relevant legislation, taking responsibility for a caseload of varying complexity, which may include vulnerable and disabled adults and those with particular complex problems.
- (b) In partnership with service users and their carers, to assess and coordinate their health and social care needs, (providing a financial assessment) within the framework of the relevant legislation, eligibility and costing criteria and adult protection and disabled adult policies.
- (c) To develop and implement, care plans and commission appropriate services within available resources, reviewing and monitoring the care plan and the quality of the service provision, making changes in response to changing needs and re-negotiating service provision where appropriate.
- (d) To make ongoing assessments of need of service users allocated, including assessment of risk, with the objective of minimising risk and harm to service users and carers and seeking to achieve maximum independence possible.
- (e) To ensure all service users, particularly those with disabilities, gain equal access to relevant community services, by raising awareness and providing individual support and advice.

Level of supervision expected at this Grade.
Below bar – Extensive Above bar – minimal
Below bar – Extensive Above bar – minimal
Below bar – Extensive Above bar – minimal
Below bar – Extensive Above bar – minimal
Both grades – minimal

<p>(f) To establish appropriate relationships with service users, their families, carers and external agencies, promoting anti discriminatory practice and equality and enabling effective partnerships in the delivery of services and facilitating stage one complaints.</p>	<p>Both grades – minimal</p>
<p>(g) To work as a member of a multi-disciplinary team concentrating on specific areas of work as required and operating within specialised areas according to organisational needs, assisting in the development of individual skills departmental policy and new approaches for improvement in service provision.</p>	<p>Below bar – Extensive Above bar-minimal</p>
<p>(h) To promote good working relationships with other professionals within the Directorate, Health and in other external agencies in order to achieve the best outcomes for service users, their families and carers.</p>	<p>Both grades – minimal</p>
<p>(i) Under the direction of the Team Manager to participate in Duty rotas, responding to referrals, enquiries and emergencies in an appropriate manner.</p>	<p>Both grades – minimal</p>
<p>(j) To maintain case and service user records and undertake general administration and maintenance of systems related to the caseload, including computerised management information systems, according to relevant legislation and Directorate procedures and policies.</p>	<p>Both grades – minimal</p>
<p>(k) To participate in North Somerset Council's Staff Appraisal system and Performance Review programmes, undertaking training and research as required and assisting in the promotion of specialist skills as identified by the post holder/manager as required.</p>	<p>Both grades – minimal</p>
<p>(l) To be aware of and understand the council's Equality Scheme and ensure at all times that the duties of the post are carried out in accordance with the policy.</p>	<p>Both grades – minimal</p>
<p>(m) To ensure compliance with all health and safety legislation and associated codes of practice and Authority policies.</p>	<p>Both grades – minimal</p>
<p>(n) To undertake other duties as are required and as are commensurate with the grade of the post.</p>	<p>Both grades – minimal</p>

4. ORGANISATION



5. SUPERVISION AND WORK PLANNING

Adult Care Social Workers do not have specific line management responsibility for other staff but will be expected to supervise students and unqualified staff on an occasional basis.

Supervision on individual cases is given by the appropriate Team Manager /Senior Social Worker on a monthly basis. The level of supervision will depend on the complexity of the case and the level of experience of the post holder. Social Workers plan, organise and prioritise caseload on a daily basis.

The Team Manager is available for advice/consultation as problems and issues arise.

6. QUALIFICATIONS AND EXPERIENCE

Progression to the upper grade will be dependant on:-

Meeting the minimum requirements.
Consistently good performance.

Social Worker below bar:-

A relevant professional qualification (DipSW, CSS,CQSW) is an essential requirement. A willingness to undertake post qualifying training is essential.

Social Worker above bar:-

A relevant professional qualification (Degree in Social Work, DipSW, CQSW) is an essential requirement. A willingness to undertake post qualifying training is essential.

Considerable post qualification experience to be competent/able is essential.

7. JOB CONTEXT

The post holder will be based within the Adult Social Services Directorate, North Somerset Council, working in Adult Services, which provides assessments of risk and care needs for vulnerable adults and those with disabilities, with the objective that service users, their families and carers receive the necessary support, help and advice to achieve the best possible outcome for their future quality of life.

Through the assessment of risk and need and care planning with service users and their carers, the post holder will assist service users and carers to achieve the best possible outcome for their future quality of life.

The post holder will be responsible for a caseload of varying complexity receiving and responding to referrals from various sources, for example GPs, Police, hospitals, families and carers and service providers. The Post holder will co-operate with other agencies to co-ordinate hospital discharge, record continuing health care needs, identifying and recording unmet need

8. SCOPE FOR IMPACT

The post holder should have the ability to prioritise work according to competing deadlines and changing demands, understand and interpret relevant legislation to meet service needs and think creatively to develop support packages. Failure to in any of these areas may result in inadequate support to vulnerable adults and those with disabilities.

Responsibilities may include carrying out investigations and interviews under Safeguarding Adult procedures. Given the nature of the work, eg working with people with mental and/or terminal illness, working within sometimes limited resources and tight timescales you may be exposed to situations that you could find challenging and demanding.

The post holder may have the scope for involvement in developing links and in new initiatives with other professionals to improve services for adults in need of protection and those with disabilities and their family carers and to influence change in overall service delivery.

9. CONTACTS

Service users, their families and carers, members of the general public, and staff from the statutory and voluntary and private agencies, Police, hospices, Probation, psychiatrists/psychologists. Frequent contact with the relevant Clinical Commissioning Group, Hospital Trust, and other statutory, voluntary and private agencies, Staff, at various levels, of this and other Directorates in the Council.

10. GENERAL

This job specification only contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.

11. Special Notes or Conditions (if applicable)

May be required to work at any location determined by the Directorate.

The post holder may on occasion be required to work outside normal office hours within a 37 hour working week.

Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).

The post holder occasionally will be exposed to uncomfortable, unfavourable and particularly difficult working conditions.

The post holder will be required to use his/her initiative in ensuring that the Council's Equality Scheme is implemented in relation to the work area. This will involve developing a good working knowledge of the policies and applying them personally and through staff managed by the post holder.

DATA PROTECTION ACT 1984

All employees are under a legal obligation not to use or disclose any personal information that comes into their possession in the course of their duties in any unauthorized manner. Duties and obligations under the Act that relate to this particular post will be explained to the post holder upon appointment to this post.

North Somerset Council

PERSON SPECIFICATION

<u>DEPARTMENT</u> Adult Social Services	<u>SECTION</u> Adult Support and Safeguarding
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ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Certificate of Qualification in Social Work, Degree in Social Work or DipSW	A commitment to and a responsibility for personal development and an ability to take advantage of training opportunities
WORK RELATED EXPERIENCE & ASSOCIATED VOCATIONAL TRAINING	Ability to demonstrate knowledge and experience of at least two social work skill areas. Ability to: a) Adapt to unexpected problems and situations. b) Analyse individual and social situations and to describe the interaction of the factors involved. c) Make decisions in complex situations sometimes on the basis of uncertain information. d) Communicate effectively on the telephone and write cogent and lucid reports. e) Implement the personalisation agenda and compile support plans either cash or care managed depending upon service user choice f) apply knowledge of current social care legislation To bring the team any other skill or quality specified in the advertisement.	Experience of voluntary or paid work involving counseling helping or advising people.
SPECIALIST KNOWLEDGE	The Care Act Good general knowledge of Social Care	Ability to demonstrate experience and skills which they have accumulated through previous work. Ability to contribute to the development of policy and practice.

OTHER RELEVANT EXPERIENCE	To be able to demonstrate a working knowledge of equal opportunities principles and a commitment to working in line with the council's Equality and Diversity Policies.	
PERSONAL SKILLS	<ul style="list-style-type: none"> a) Demonstrate an ability to form and maintain good relationships both with clients and members of other agencies. b) Have an understanding of emotions and emotional needs. c) Offer warmth, care, firmness and control, when required. d) be flexible accepting disposition e) able to work under conditions of pressure and emotional stress f) to be adaptable and able to respond to requests of requirements at short notice g) have the ability to work as a member of a team h) accept the statutory responsibilities of the agency and use them positively to assist or protect the Service Users i) must be able to accept that you will be working in situations in which risk taking in relation to decision making is inherent j) must be able to demonstrate an awareness of procedural and accountability issues within the department <p>Demonstrate initiative and be self reliant.</p>	
JOB RELATED SKILLS	<ul style="list-style-type: none"> a) Ability to empathise with client's needs and to promote those needs sympathetically and persuasively. b) Proven ability to meet timescales and deadlines for own workload. c) Assessment and recording skills. 	
SPECIAL WORKING CONDITIONS	Must be willing to travel widely within North Somerset and outside on occasions also you must be able to work outside normal working hours both on a planned basis and at short notice	
OTHER	<p>The ability to cope with the duties & responsibilities and with the associated working environment.</p> <p>Current professional registration with Social Work England.</p>	

	Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).	
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