

## **Job Description**

**Management Grouping:** **Adult Social Care**

**Department:** **Integrated Triage Hub**

**Job Title:** **Social Worker**

**Reports to:** The Social Worker is responsible to the Senior Practitioner(s) for the day-to-day performance of his/her duties to service users within the Integrated Triage Hub. Overall management of the Team is undertaken by the Service Manager

### **Main purpose of the job:**

- To work with service users and their carers, to promote and maintain their dignity, choice and independence. To assist as part of the multi disciplinary team in improving quality of life by, devising programmes to maximise independence and assist with accessing resources to provide practical help, where appropriate.
- To help to develop the Integrated Triage Hub into a responsive, client-centred, effective and efficient, organisation, which delivers services within a sound financial framework, thereby providing value for money.
- To promote a person-centred, strengths-based integrated response to health and social care issues as they present to the team.
- To give advice and information, and signpost people to appropriate provision in the voluntary and independent sectors.
- To facilitate the safe discharge of service users from hospital.

### **Major Duties and Responsibilities:**

- To assess the needs of older people and people with physical and learning disabilities or mental health problems, and their carers.
- To devise re-enablement programmes, with service users and their carers, which will maximise their ability to function independently.
- To devise innovative packages of care in consultation with service users, and carers which respond to individual needs and are managed within the available council budget and resources, including the use of Individual Budgets. To implement services of an emergency, preventive and developmental nature.
- To carry out statutory duties, this will include the safeguarding of adults policy and procedures.
- To participate in the Social Work emergency duty rota.
- To ensure effective and efficient use of time and resources.
- To accept and contribute to supervision and guidance within the procedures and policies of the department.
- To provide reports and necessary documentation.
- To identify shortfalls in resources in meeting service user/community needs.
- To follow departmental procedures and guidelines in all aspects of work.

- To utilise professional skills and expertise in order to work in a person centred manner with users and carers.
- To maintain and develop community and preventative support through direct work and liaison with other agencies both statutory and voluntary.
- To make a positive contribution to service development within the Team.
- To participate in and contribute to team functioning, goals and objectives.
- To maintain high professional standards.
- To carry out any other duties as required.

All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

### **Extract from National Agreement on the prescribed levels**

There are 3 levels of Social Worker, I, II and III. These grades are awarded (by assessment) according to the ability and skills of the individual worker. It is, therefore, not the job content which greatly affects these grades but the grade which affects the job content with, to a large extent, work being allocated to grades according to the perceived needs of the client/ community. Due to the clearly identified nature of a few cases they are not allocated to certain levels on a departmental policy basis ie those likely to effect the liberty of clients.

Within each grade there is also an increasing degree of "professional" autonomy granted to the worker but this does not apply in the work allocation/control areas.

Bexley London Borough considers the following levels prescribed in the National Agreement to be relevant to its fieldwork posts:

#### Level I

Social Workers who under close and regular supervision are expected to manage a caseload; which may include all client groups and all but the more vulnerable individuals or those with complex problems; assess, plan and implement action or treatment. Such Social Workers are not expected to make decisions affecting the liberty of clients or in relation to place of safety orders.

#### Level II

Social Workers who with supervision and advice are expected to manage a caseload which may include the more vulnerable clients or those with complex problems and may be expected to accept responsibility for action in relation to the liberty or safety of clients in emergency situations. They may be expected to concentrate on specific areas of work where such concentration arises primarily from organisational needs and to supervise trainees or staff other than Social Workers.

#### Level III

Social Workers who with access to advice and within normal arrangements for professional accountability are expected to accept full responsibility for managing a caseload which will include the more vulnerable clients or those with particularly complex problems in situations where personal liberty or safety is at stake. Such officers are expected to contribute to the development of other Social Workers. They may be expected to concentrate on specific areas of work requiring more developed skills. They may be expected to contribute to the development of new forms of work or service.

The post is exempt from the main provisions of the Rehabilitation of Offenders Act 1974 (Section 4(2)). The general effect of this means that the Act allows you to disclose information about "spent" convictions. (The Act normally allows certain convicted persons who have not been subsequently reconvicted to consider their conviction as "spent"). The exemption has been allowed to try to ensure the protection of certain vulnerable groups of the public in particular circumstances. It is not, therefore, in any way contrary to the Act for you to reveal any information you consider to be relevant to the applicant's suitability for employment. Any such information will be kept in strict confidence.

# Person Specification

**Management Grouping:** Adult Social Care

**Department:** Triage Hub

**Job Title:** Social Worker

C75780

SELECTION CRITERIA	Essential/ Desirable (E/D)	Selection Method (see key)
(a) <b><u>Education and Formal Training</u></b>  Certificate of Qualification in Social Work/ Diploma in Social Work/ DIPSW or Social Work Degree  HCPC Registration  Completed the ASYE award (if applicable)  Approved Mental Health Professional Accreditation  Qualified Best Interests Assessor (DOLS)  Qualified Practice Educator Stage 1/2	E  E  E  D  D  D	A/I  A/I  A/I  A/I  A/I  A/I
(b) <b><u>Technical Experience and Knowledge</u></b>  Understanding and experience of working with older people, people with disabilities, and long term health conditions and their carers.  Understanding of Equal Opportunities and the principles of Equal Access to services.  Understanding and experience of multi-disciplinary working.  Knowledge of the Care Act, Mental Capacity Act and other relevant legislation for these client groups.  Knowledge of the principles underpinning Care Management.  Knowledge of social work methods and interventions.  Knowledge of the ageing process and disabling conditions (including mental health needs and dementia).  Working knowledge of relevant national and local resources  Knowledge of Safeguarding Adults and procedures  Able to demonstrate relevant capabilities against the Social Work PCF at the appropriate level	E  E  E  E  E  E  E  E  E  E	A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I

<b>(c) Skills and Abilities</b>		<b>D</b>	<b>A/I</b>
Ability to supervise students		<b>E</b>	<b>A/I</b>
Ability to work with Carers		<b>E</b>	<b>A/I</b>
Ability to travel around the Borough in a timely manner		<b>E</b>	<b>A/I</b>
Participation in a Duty system.		<b>E</b>	<b>A/I</b>
Willingness to work outside normal office hours.		<b>E</b>	<b>A/I</b>
Demonstrate a commitment to the protection and safeguarding of service users		<b>E</b>	<b>I</b>

**Selection method key:** A = Application    I = Interview    AT = Ability Test

#### High Performance Indicators

<b>Post Title:</b> <b>Social Worker</b>	<b>Job Family:</b> <b>Professional 2</b>	<b>Grade:</b> <b>BEXLEY SW 2/3</b>
<b>Core Behaviour</b>	<b>Level</b>	<b>Description</b>
Change and Innovation	C	<p>I actively seek new ideas and opportunities to challenge the status quo,</p> <p>I generate solutions to improve performance</p> <p>I help others to adapt to and implement change</p> <p>I borrow good ideas from other organisations and adjust them to my customer or service area</p>
Communicating and Influencing	C	<p>I use a range of influencing techniques, sometimes using more than one to work towards my goal</p> <p>I prepare and present information anticipating questions and problems</p> <p>I convey complex information to a varied audience</p> <p>I emphasise risks / benefits</p>
Achievement, Drive and Ownership	C	<p>I continuously ask 'how could I make this better?' to ensure I adapt and make improvements</p> <p>I actively seek opportunities to develop myself</p> <p>I set myself stretching targets</p> <p>I look ahead and identify potential problems and take actions to manage them</p>
Customer Orientation	B	<p>I monitor customer feedback and level of satisfaction with the service they receive</p> <p>I make myself available to customers, ensuring they know how to contact me</p> <p>I take responsibility for correcting customer concerns promptly, without judging others</p> <p>I offer ideas to enhance the development of customer centred services / solutions</p> <p>I seek to build and maintain positive relationships with customers</p>
Partnership Building	B	I help ensure there is a common understanding of responsibilities

		/ expectations I recognise the right solution, regardless of who initiated it I encourage contributions from others to help reach the best conclusion
Leadership	B	I set a clear direction and maintain focus I translate strategies into understandable objectives and action plans I work with individuals to set clear performance objectives I encourage and support team members to solve problems I openly celebrate our achievements within our team and with others I use coaching to help others critically and honestly assess their performance, to develop others and to encourage ownership I provide timely feedback to others on performance and progress I ensure development needs are met
Political Awareness	B	I recognise organisational and group norms and customs I apply my understanding of how things are done to deliver services and work effectively with others I deal with Members queries appropriately I reinforce political protocols with others, where appropriate
Breakthrough Thinking	B	I take a fresh look at situations to identify potential opportunities or issues I conduct research to gain evidence prior to making a decision I make decisions and clear recommendations based on a range of information I probe to find the underlying cause of an issue I look for gaps or inconsistencies in information, and investigate further to clarify the situation I integrate risk and contingency into decisions and plans
Using Technology	B	I use relevant technology to improve my own work productivity
Professional Knowledge	C	I am able to perform all areas of my own professional specialism I keep up to date on developments
Understanding Regulatory Requirements	C	I keep abreast of internal requirements and external legislation changes as they relate to work / service, and assess the likely impact

**Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process**