

Job Description:

Management Grouping: Children's Services

Department: Children's Social Care

Job Title: Social Work Assistant

Main purpose of the job:

- This role is responsible for providing practical support for clients
- This includes co-ordinating aspects of care packages, recognising where social work input is required and supporting clients to make informed decisions.
- To be involved in the process of Care Management under the overall responsibility of the Team Manager and other colleagues.
- To work to provide a sensitive, responsive and appropriate response to individual service users and their carers.

Major Duties and Responsibilities:

- Carry case Responsibility for children, young people and their families; provide advice, support and co-ordinate support packages as set out in care plan; contribute to assessments of social worker(s) responsible for cases.
- Arrange or provide transport / escort for service users e.g. to health appointments, education: provide practical support to families and to young people formerly looked after by the Authority seeking to live independently in the community.
- Undertake tasks to support case-holding social – workers including work with looked after children and those on the child protection register.
- Work with children and young people, families, carers and communities to help them make informed decisions, enabling them to clarify and express their needs and contribute to service planning.
- Liaise with colleagues in own and other departments and external agencies in order to gather information relevant to assessment and care planning activities,
- Maintain and update case notes and other records; write reports and give evidence in court on factual matters if required.

Job Activities:

- Assisting Senior Social Workers / Social Workers in the process of assessment for those service users with complex needs.
- Undertaking assessments where needs are clearly defined and arrange appropriate Care Plans.
- Participating in the Child Care Duty system under the overall supervision of Duty Senior and to refer onto alternative sources of advice or assistance.

- Participating in the process of implementation, monitoring and review, within Divisional guidelines, of Care
- Plans and initiate appropriate action as required.
- Operating within Directorate stated Principles, Policies and Guidelines including Equal Opportunities, Health and Safety and the Complaints Procedure.
- Participating in the development and implementation of group work
- Maintaining records, undertake reports in accordance with directorate policy and practice.
- Working flexible hours in order to meet the needs of service users and carers.
- To undertake any other duties appropriate to the post as may be required.

Person Specification

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SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) <u>Education and Formal Training</u> Educated to a good standard in the English language verbal and written Relevant qualification eg child care/health and social care/youth work (SWA Pioneer role) commit to undertake training in Collaborative Problem Solving methods	E D E	A A A
(b) <u>Relevant Technical Experience, Knowledge & Skills</u> The post holder will: - communicate appropriately both verbally and in writing; - organise workload in a timely, efficient manner; - encourage, support and motivate children and their families; - demonstrate and assist clients with daily living skills; - be resourceful and use practical problem solving skills; - observe, listen and identify problems; - work as part of a team; - devise and undertake activity sessions with children who may be out of school. - an interest in furthering knowledge and skills in this area of work. <u>In addition:</u> - have previous work experience within the caring services; - some knowledge of children and families issues; - an understanding of the principles of the 1989 Children Act; <u>English Language Requirements for Public Sector Workers:</u> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.	E D E	A/I A/I A/I

- Ability to listen to customers and understand their needs. - Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.		
Additional Requirements		
- the ability to travel around the Borough;	E	A/I
- be willing and able to work outside normal hours as required including weekends where needed	E	A/I
- Enhanced DBS Check	E	DBS

KEY: I = Interview

A = Application Form

DBS = DBS Clearance

Your application will be assessed against these criteria and performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward

Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance