Job Description

Management Grouping: Adult Social Care & Health

Team: Complex Care

Job title: Senior Social Worker Complex Care

Reports to: The Senior Social Worker is responsible to the Service Manager for the day-to-day performance of his/her duties to Bexley residents. Overall management of the Team is undertaken by the Service Manager.

Purpose of Job

- To assist the Service Manager in providing a comprehensive social work service, safeguarding vulnerable adults and promoting care management for adults and their carers in the Borough of Bexley who are identified as being in need as a result of disability or vulnerability.

- To support the Service Manager with workload management and professional supervision in the Team.

- To provide professional support and maintain an improved standard of service.

Principal Accountabilities

<u>Implementation</u>

- To assess cases referred, having regard for the needs of service users and their families for services. Determining how these needs will be met taking into consideration resources, statutory responsibilities and council policies, and ensuring that assessment of financial contributions are made. To undertake investigations and prepare reports for panels. Case conferences and courts as required, ensuring that Safeguarding of Adults is paramount in all areas of casework.

- To assist and direct social care workers in assessing the needs of individuals, developing Reablement plans where appropriate, planning individualised budgets and monitoring their progress.

- To support the Service Manager in ensuring the workload of the service is prioritised appropriately and is allocated to social care workers, making best use of their skills and capability.

- To assist in the supervision and appraisal of social care workers and encourage their professional development and ensure consistent social work practice.

- To maintain/develop an interest in the specialist area of service provision and contribute to special projects which will enhance overall service delivery.

- To ensure effective use of time and resources, identifying and communicating short falls of resources when necessary.

- To liaise with partner voluntary, community, health, housing education and other statutory agencies to ensure the provision of effective services.

- To prepare and maintain case records, support plans and written agreements and monitor these regularly in accordance with Council policies and guidelines.

- To promote the team to other departments, statutory and voluntary organisations to ensure that referrals to the service are appropriate.

- To be conversant with the principles/practices of Bexley's Assessment/Care Management.

- To deputise for the Service Manager in his/her absence.

- Any other duties commensurate with grade/general responsibilities.

Organisational Control and Development

- To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

- To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

- To ensure that staff are recruited, managed, appraised and developed, and that effective arrangements are made for the training and development of all staff within the department so as to meet service needs and to provide equality of opportunity for all employees.

- To contribute to the development of the Team and to attend and contribute positively to team meetings to promote the delivery of integrated and effective services.

- To identify targets for staff in respect of activities and expected outcomes , and monitor performance taking corrective action where necessary.

Personal Effectiveness

- To deal promptly with all matters requiring the post holder's personal attention.

- To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and

professional skills and knowledge to satisfy the requirements of the post.

- To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in education, health, social services, Independent and voluntary sectors.

- 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.

Person Specification

Management Grouping: Adult Social Care & Health

Team: Complex Care

Job title: Senior Social Worker

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
Education and Formal Training		
Recognised Social Work qualification approved by the regulatory body.	E	A/I
Registration with Social Work England	E	A/I
Evidence of continuing professional development.	E	A/I
Management qualification (Certificate in Management/Diploma in Management Studies)	D	A/I
Relevant Technical Experience and Knowledge		
Experience of supervising staff.	E	A/I
A thorough understanding of the needs of diverse group of service users, carers and relatives and experience of working with vulnerable client groups to include older people with mental health, adults with Learning disabilities, preparing for adulthood services and hospital discharge.	E	A/I
Previous experience of assessment, commissioning of care, monitoring and review ensuring effective use of resources.	E	A/I
Experience of undertaking risk assessments and developing risk management plans.	D	A/I
Experience and understanding of multi-disciplinary working with a range of partners.	E	A/I
Manage a caseload of varying complexity and able to prioritise competing demands.	E	A/I
Working knowledge of the Care Act, Social Care Eligibility Criteria and other relevant legislation for these client groups.	E	A/I
Knowledge of recruitment and staff selection methods.	E	A/I

Knowledge of health and safety requirements.	E	A/I
Job Requirements		
Ability to develop/maintain manual and computerised systems for recording and allocating referrals in accordance with department priorities.	E	AT
Ability to manage Social Care workloads/outputs, set priorities and achieve objectives by setting targets with timescales.	E	A/I
Ability to chair effective multi professional meetings and ensure all plans are clear and client centered.	E	A/I
Sound analytical ability, particularly in collating, recording and interpreting management information.	E	A/I
Can work to standards, demonstrating resilience to pressure and conflict and retaining due professionalism at all times.	E	A/I
Can achieve service user satisfaction by identifying genuine needs and jointly developing effective solutions.	E	A/I
Good verbal, written and IT skills..	E	A/I
Staff supervision skills/knowledge of group dynamics.	E	A/I
Ability to travel throughout and outside the borough.	E	A/I
Willingness to work outside normal working hours at short notice from time to time to meet the needs of the service.	E	A/I
English Language Requirements for Public Sector Workers: • 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. • 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.	E	I

KEY: I = Interview   A = Application Form   AT = Ability Test

Your application will be assessed against these criteria and the following high 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 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

	I seek to build and maintain positive relationships with customers and partners	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 design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance