

## 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, family time;
- Provide practical support to families and to children in our care to ensure reunification work is successful and children are returned to the care of their parents.
- Deliver direct intervention or support around parenting and other issues that may impact on parenting (domestic abuse, mental health, drug misuse) in line with any expert assessments recommendations;
- Undertake tasks to support case-holding social – workers including work with looked after children and children in need.
- 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.

- 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 ASSESSMENT (see key )	OF
<p><b>(a) <u>Education and Formal Training</u></b></p> <p>Educated to a good standard in the English language verbal and written</p> <p>Relevant qualification eg child care/health and social care/youth work</p> <p>(SWA Pioneer role) commit to undertake training in Collaborative Problem Solving methods</p>	<p>E</p> <p>D</p> <p>E</p>	<p>A</p> <p>A</p> <p>A</p>	
<p><b>(b) <u>Relevant Technical Experience, Knowledge &amp; Skills</u></b></p> <p><u>The post holder will:</u></p> <ul style="list-style-type: none"> <li>- communicate appropriately both verbally and in writing;</li> <li>- organise workload in a timely, efficient manner;</li> <li>- encourage, support and motivate children and their families;</li> <li>- demonstrate and assist clients with daily living skills;</li> <li>- be resourceful and use practical problem solving skills;</li> <li>- observe, listen and identify problems;</li> <li>- work as part of a team;</li> <li>- devise and undertake activity sessions with children who may be out of school.</li> <li>- an interest in furthering knowledge and skills in this area of work.</li> </ul> <p><u>In addition:</u></p> <ul style="list-style-type: none"> <li>- have previous work experience within the caring services;</li> <li>- some knowledge of children and families issues;</li> <li>- an understanding of the principles of the 1989 Children Act;</li> </ul> <p><u>English Language Requirements for Public Sector Workers:</u></p> <ul style="list-style-type: none"> <li>• Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.</li> <li>• Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.</li> </ul>	<p>E</p> <p>D</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	

<ul style="list-style-type: none"> <li>Ability to listen to customers and understand their needs.</li> <li>Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.</li> </ul>		
<b>Additional Requirements</b>		
- 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
<b>Innovation</b>	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
<b>Leadership</b>	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>

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