

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Group:</b>	COMMUNITY AND CHILDREN'S SERVICES
<b>Division:</b>	Adult Social Work Services
<b>Section:</b>	Care and Support Teams
<b>Sub Section:</b>	Various
<b>Post Title:</b>	Senior Practitioner
<b>Vision Post Number:</b>	Various
<b>Grade:</b>	GR12
<b>Responsible to:</b>	Team Manager
<b>Posts Reporting to this Post:</b>	None
<b>Team:</b>	Various
<b>DBS Required Level:</b>	Enhanced
<b>Location:</b>	Various
<b>Date of Description:</b>	October 2016

### KEY OBJECTIVES

To manage the process by which:

- the needs of individuals and their carers are assessed holistically, packages of care negotiated, monitored and reviewed.
- risks to individuals and others are assessed and balanced in a way that promotes empowerment, self determination, independence and choice for service users and their carers.
- decisions about allocating scarce resources are made, the local authority manages its services within the financial resources which have been secured to deliver social care services and all staff need to have due regard to this.

- **social inclusion of isolated and vulnerable people is promoted.**
- **collaboration with other agencies is strengthened.**
- **the local council accounts for its actions through effective, accurate recording of decisions.**

**Senior social work practitioners are expected to perform additional duties and functions which reflect their ability to undertake social work practice at its most complex level, as described below. They will also deputise for the Team Manager as deemed appropriate.**

## **SPECIFIC RESPONSIBILITY**

The core components of the Senior Social Work Practitioner role include:

- Carrying the most complex caseload within a service area
- Undertaking Approved Social Work duties, leading joint investigation of child abuse, leading joint investigation of vulnerable adults as appropriate to relevant specialism
- Acting as a resource for staff and management to provide expert professional advice on individual cases
- Chairing 'strategy' and other case meetings
- Promoting high standards of professional practice including the importance of good record keeping
- Providing general support and guidance to Social Workers and other staff, including coaching and mentoring
- Undertaking casework supervision with Social Workers
- Joint or co-working with less experienced staff including supporting at meetings and court proceedings dealing with complex issues
- Acting as a Practice Teacher/Assessor, PQ Award Mentor or other formal role to support the provision of learning opportunities
- Co-ordinate the practice teaching element within the service area
- Being involved in research and promoting evidence informed practice
- Having a designated champion role for particular areas of practice, e.g. domestic violence, Continuing Health Care, Carers issues, Anti Social Behaviour Disorders or sexual exploitation
- Local needs, structures and skill mix arrangements should not compromise the ability of Senior Practitioners to fulfil their roles. Their duties and responsibilities must centre on practice, coaching and mentoring. Where authorities determine that other social work related functions need additional capacity, this should be addressed via other staffing arrangements. However, it is understood that Senior Social Work Practitioners may be required to fulfil such functions on a short term, needs led basis or as part of a career development opportunity which enables them to gain experience of the management role. Examples of these additional duties are provided below :

Other additional duties include:

- Undertaking line management responsibilities for one or more members of staff
- Formally supervising the work of other social care staff
- Allocating cases
- Identifying staff training and development
- Undertaking staff training and development
- Leading or assisting in practice development and special projects
- Handling complaints
- Contributing to the development of policies and procedures
- Supporting Performance Management arrangements for Teams
- Ensuring a high standard of data collection and record keeping
- Ensuring statutory duties and Directorate policies and procedures are implemented
- As a registered social worker the individual practitioner is required to demonstrate Continuing Professional Development that will meet the requirements of Social Care Wales. This amounts to the equivalent of 15 days over a three year period and should ensure the registrant updates their knowledge and maintains a level of competence that at least meets the requirements of the National Occupational Standards
- Social work has become more specialised in the last ten to fifteen years. It is important that the core skills and knowledge are shared between social workers in different areas of specialism.
- Senior Practitioners have a responsibility to plan and work within the financial resources which have been secured to deliver social care services within their area of accountability
- To carry out health and safety responsibilities in accordance with the Division's Health and Safety Responsibilities document.
- To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, Adult Services or as a mutually agreed development opportunity.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child, Young Person or vulnerable adult.

## APPENDIX 1

### OVERALL RESPONSIBILITY

To manage the process by which:

- the needs of individuals and their carers are assessed holistically, packages of care negotiated, monitored and reviewed
- risks to individuals and others are assessed and balanced in a way that promotes empowerment, self determination, independence and choice for service users and their carers
- decisions about allocating scarce resources are made, the Local Authority manages its services within the financial resources which have been secured to deliver social care services and all staff need to have due regard to this
- social inclusion of isolated and vulnerable people is promoted
- collaboration with other agencies is strengthened
- the Local Authority accounts for its actions through effective, accurate recording of decisions.

### SPECIFIC RESPONSIBILITY

1. Accessing Personal Social Services
2. Engaging in a structured conversation with those making initial enquiry of the service and evaluating any information given
3. Giving information, advice/and or sign-posting to other services
4. Apply service access criteria to make a judgement on whether a referral is appropriate
5. Assessing urgency of response required to a referral
6. Assessing initial level of priority of a referral
7. Making initial enquiries, e.g. other agencies, contacts
8. Accurately and fully recording referral information in accordance with departmental procedures
9. Ensuring the timely transfer of referral information in accordance with departmental procedures and time scales
10. Safeguarding the welfare of a vulnerable person at immediate risk of harm
11. Assessment of Need
12. Evaluating the nature of possible needs based on referral information and any previous records
13. Making enquiries, e.g. inter-agency contact
14. To identify the risk of abuse, failure to protect, harm to self or others and assess the need for intervention in such situations
15. Safeguarding the welfare of a vulnerable person at risk of harm
16. Making arrangements for an appointment and/or visit for assessment
17. Engaging in direct work with service user and carer/s to carry out initial assessment
18. Engaging in direct work with service user and carer/s to carry out core/comprehensive assessment

19. In working with service users and carers, social workers seek to enhance their problem solving capabilities in a way that supports maximum independence and choice
20. Agreeing the range of needs with service users and carer/s
21. Considering with service user and carers, options to best meet agreed needs and assist in making informed decisions
22. Adopting a creative and holistic approach whilst exploring options
23. Seeking to maximise the financial and material resources available to service users from all possible sources
24. Recording unmet need
25. Collating the findings of the assessment and completing assessment documentation in accordance with statutory guidance, legislation and departmental procedures and time-scales
26. Preparing court and other specialist reports in the required format
27. Ensuring that case file recording is completed in accordance with departmental policy and procedures and policy
28. Ensuring that electronically held records are completed and/or updated in accordance with departmental policy and procedures
29. Convening an/or attending inter-agency meetings/liaison, e.g. case conferences, strategy meetings
30. Planning and Managing Care
31. Promote the empowerment of service user and carer/s through agreeing desired outcomes that promote self determination
32. Agreeing a range of services to meet needs with service user and carer/s
33. Obtaining managerial agreement to plan
34. Negotiating, arranging and confirming resources with service providers to meet needs
35. Recording and disseminating care plan in accordance with statutory requirements, legislation and departmental procedures
36. Completing commissioning/contracting documentation in accordance with departmental policy and time scales
37. Ensuring that case file recording is completed in accordance with departmental policy and procedures
38. Ensuring that electronically held records are completed and/or updated in accordance with departmental policy and procedures
39. Convening and/or attending inter-agency meetings/liaison, e.g. case conferences , planning meetings
40. To identify the risk of abuse, failure to protect, harm to self or others and assess the need for intervention in such situations
41. Participating in statutory processes to promote and protect the well-being of vulnerable children and/or adults including investigation where appropriate
42. As well as managing care on an individual casework basis, having an important role to play both directly and indirectly in shaping services, improving organisational performance and achieving better outcomes for service users. This has relevance at team, divisional, departmental and Authority levels. Indirectly this is fulfilled for instance by the collation of aggregated data from individual case records to identify patterns of need and performance. Directly social workers contribute their operational knowledge

and expertise to the process of service review and development as well as developing local implementation strategies for new legislation, guidance and advice.

43. Monitoring and Reviewing Provision
44. Delegating monitoring task (if appropriate) to another individual, e.g. care provider
45. Liaising with other professionals and contacts to ensure on going appropriateness of the care plan
46. Engaging directly with service user and carer/s to update assessment of need
47. Ensuring that case file recording is completed in accordance with departmental policy and procedures
48. Arranging and co-ordinating review of the Care Plan
49. Engaging directly with service user/families/carers/ in the review of the Care Plan and agreeing changes where necessary
50. Negotiating and agreeing changes to plan with providers and other agencies involved
51. Completing review documentation in accordance with departmental policy and time scales
52. Ensuring that case file recording is completed in accordance with departmental policy and procedures
53. Ensuring that service users are aware of complaints procedures and advocacy services
54. Managing Workload
55. Timely administration of all aspects of caseload to ensure that the recorded caseload fairly reflects work done
56. Preparing and engaging in professional supervision with line manager
57. Establishing and maintaining good working relationships with colleagues
58. Identifying and addressing areas for professional development and training
59. Completing appropriate documentation, e.g. agenda/minutes of supervision
60. Agreeing action plan
61. Maintaining and Developing Professional Competence
62. As a registered social worker the individual practitioner is required to demonstrate Continuing Professional Development that will meet the requirements of Social Care Wales. This amounts to the equivalent of 15 days over a three year period and should ensure the registrant updates their knowledge and maintains a level of competence that at least meets the requirements of the National Occupational Standards
63. Social work has become more specialised in the last ten to fifteen years. It is important that the core skills and knowledge are shared between social workers in different areas of specialism.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.



**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>KNOWLEDGE / EDUCATION</b>	<p>An appropriate qualification e.g Degree in Social Work or recognised predecessor such as Dip S.W., C.Q.S.W.</p> <p>Continuous Registration as a Social Worker with the Social Care Wales</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>.</p>	<p>Management qualification, e.g. D.M.S., C.M.S.</p> <p>Post-qualifying award</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
<b>EXPERIENCE</b>	<p>At least three years' post-qualifying experience in a care management role.</p>	
<b>COMPETENCIES</b>	<b>Community and Social Care Competency Framework</b>	

Working with Partners	<p>Works to overcome conflicting viewpoints for the best interest of the Service User.</p> <p>Ensures that everyone has a clear idea of what their roles are and what they are trying to achieve.</p>
<b>Working with Team Members</b>	<p><b>Recognises that all members of the team have different skills and experiences that can be drawn on.</b></p> <p>Contributes to a strong team spirit of shared responsibility and co-operation</p>
Communicating Effectively	<p>Is able to deliver difficult messages sensitively</p> <p>Keeps a flow of information going to allow quick resolution of issues or queries</p>
Looking After the Service Users' Best Interests	<p>Has ascertained that the service user is aware of the risks involved (capacity).</p> <p>Is able to analyse, summarise and record the situation for / with the service user effectively taking into account potential barriers.</p>
Earning Service Users' Trust	<p>Is person centred and empathic in responding to individuals' emotional and psychological wellbeing.</p> <p>Actions agreed with Service Users are always acted upon.</p>
<b>Working with Change</b>	<p><b>Encourages and supports others when they put forward their suggestions and new ideas</b></p> <p>Is able to 'sell' positive aspects of change to others</p>
<b>Achieving Results</b>	<p>Takes responsibility.</p> <p><b>Demonstrates professional competence and consistently delivers high-quality outcomes.</b></p>
<b>Encouraging Professional Development</b>	<p><b>Participates in regular reviews and supervisions to identify goals and areas for development.</b></p> <p>Continually actively reviews their own development, identifying opportunities to progress.</p>

<b>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</b>	Professional qualification Degree in Social Work, Dip SW, or equivalent  Continuous Registration as a Social Worker with Social Care Wales
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