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| **Group:** |  |
| **Division:** | ADULT SOCIAL WORK SERVICES |
| **Section:** | LONG TERM CARE & SUPPORT WEST |
| **Sub Section:** | COMMUNITY REVIEW TEAM |
| **Post Title:** | ADULT SERVICES GRADUATE OFFICER |
| **Vision Post Number:** | TBC |
| **Grade:** | GRADE 8 |
| **Responsible to:** | SERVICE MANAGER (15521) |
| **Posts Reporting to this Post:** | N/A |
| **Team:** | N/A |
| **DBS Required Level:** | ENHANCED |
| **Location:** | TY ELAI |
| **Date of Description:** | FEBRUARY 2020 |

## Job Description & Person SPECIFICATION

**Key Objectives**

**A key feature of this post will be to work with groups of citizen service users, community groups and social care staff to *co-produce* a range of accessible and robust methods that evidence the impact that social care services have had in achieving change and personal well- being outcomes.**

**Using robust qualitative research methods, the post holder will identify innovative and creative ways in which citizens’ experience of social care support can be recorded and become an integral feature of Social Services’ performance evaluation framework.**

# SPECIFIC RESPONSIBILITY

1. **Assist in identifying appropriate and contemporary research methods that evidence the impact of social care support in Rhondda Cynon Taf Social Services.**
2. identify current practice that can contribute to a set of practice methods to record citizen’s experiences,
3. identify “best practice” methods from other organisations /services that can be used/adapted to achieve project aims,
4. undertake a review of published material (academic and practice led) to inform the development of project aims and achievement of project outcomes,
5. formulate a potential range of accessible practice tools for social care staff to use in practice,
6. evaluate the effectiveness of identified tools, using feedback from social care staff and citizens
7. **Work with relevant citizens and community groups to research suitable methods that accurately record their experience of social care support and the outcome of social care services.**
8. Work with other officers in the local authority to identify community groups to participate in the project,
9. Design and deliver a structure for focus group events with community organisations and supporting written/digital information,
10. With other social care staff, facilitate focus group events with community groups to explore citizen led methods.
11. **Work with social care staff to develop a range of citizen centred tools, informed by best practice, that can routinely record service user/carer/family change in achieving personal well- being outcomes and experience of social care support.**
12. Map out current activities within Adult services that evidence service user change and personal well- being outcomes,
13. Identify a range of new tools and techniques for practitioners to use that can be integrated into social work practice,
14. Design and facilitate focus group events with practitioners, service users, carers and community groups to co-produce and agree a range of tools that will be used in practice,
15. Evaluate the effectiveness of the agreed methods in Year 2 of the project
16. **Ensure the integration and compatibility of identified qualitative methods, with the service’s performance framework.**
17. Work with officers within the council’s IT service to embed qualitative methods within CCIS,
18. Work with officers within Social Services’ Performance team to embed qualitative methods within the overall evaluation framework, including service planning and evaluation,
19. To undertake essential administrative responsibilities in the collection, collation and storage of data, compliant with legislative requirements.
20. **To work on a detailed project plan that will identify key project milestones and outcomes.**
21. **Ensure that all activities comply with relevant legislation and Council policy.**
22. **Take joint responsibility with the placement line managers and scheme co-ordinator for identifying own learning and development needs.**
23. **Any other duties and responsibilities appropriate to the post holder’s remit within the development programme as determined by the programme co-ordinator and placement manager.**
24. **To carry out health and safety responsibilities in accordance with the Division’s Health & Safety Responsibilities document.**
25. **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**.

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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.

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| **ATTRIBUTE** | ESSENTIAL | **DESIRABLE** |
| KNOWLEDGE / EDUCATION  | 2:1 degree in Social Care, Health and Social Care, Psychology, Sociology, Social Science, Youth & Community WorkWelsh 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 www.rctcbc.gov.uk/WelshSkills. | An understanding of project management methodology Welsh Language Level 2 – 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 |
| EXPERIENCE | Experience of research methodologyExperience of Microsoft IT packages  | Experience of project based researchExperience of working in public sector  |
| **COMPETENCIES**   | **Tech. Specialist and Prof. Competency Framework**  |
| **Working in Teams and Partnerships** | **Builds lasting, positive & supportive relationships with a wide variety of people.**Is proactive and positive about giving support, advice, guidance and sharing best practice with colleagues. |
| Communicating Effectively | Adapts their style of communication to suit their audience including ‘translating’ technical languageHas excellent presentation skills |
| Professional Expertise & Development | Is positive about continuous professional development (CPD) and seeks opportunities to improve own knowledge.Demonstrates excellent practice and extensive knowledge base in their own professional area |
| **Managing Resources** | **Plans well in advance to meet deadlines**Reviews resources regularly to meet changing demands. Looks at the bigger picture in terms of resourcesAnticipates problems and takes action to reduce the risk of things going wrong |
| Achieving Results  | Sets objectives and targets based on team, division and Council’s strategy and business plans,Creates effective action plans identifying the relevant stages required to complete a project |
| **Focusing on Service Users** | **Uses professional knowledge and expertise to raise standards of services for customers**Acts in order to understand the needs of internal customers and service users |
| Creating & Responding to Change | Engages with new ideas and looks for ways to make them work,Contributes ideas to better manage systems, processes or practices |
| Being Accountable | Demonstrates good knowledge and understanding of how their role fits in to bigger Council picture,Makes decisions that align positively RCT Council statutory priorities e.g. public-sector ethos, political implications, Council structure and hierarchy.  |
| **SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS** | Ability to travel throughout the County Borough to meet the requirement of the postIs willing to travel outside of the borough including overnight, if the need arisesWillingness to undertake internal and external learning opportunities as identified by line manager/mentorWork collaboratively with other Graduate officers within the council. |