JOB DESCRIPTION & PERSON SPECIFICATION

Group: COMMUNITY AND CHILDREN'S SERVICES

Division: Adult Short Term Intervention

Section: Prevention & Early Intervention

Sub Section: Integrated Assessment and Response Team

Post Title: Senior Practitioner

Vision Post Number:

Grade: GR12

Responsible to: Team Manager (IARS)

Posts Reporting to this Post: None

Team: Integrated Assessment and Response Service (IARS)

DBS Required Level: ENHANCED

Location: Based at Either Prince Charles or Royal Glamorgan Hospital

Date of Description: September 2016

KEY OBJECTIVES

Support the Team Manager with the continuing development of the Integrated Assessment and Response Service in line with the development of the Cwm Taf@Home model and the Social Services and Wellbeing Act (2014)

Ensure a timely, professional and appropriate integrated assessment and response service, that prevents unnecessary admission and supports the default position that individuals are supported to return to a community setting.
Promote and ensure the independence, inclusion and safeguarding of vulnerable people in all aspects of community living.

Apply innovative approaches to strengths based solutions, to prevent or reduce the likelihood of hospital admissions by supporting adults, older people, carers and their families to regain independence and control.

Ensure effective communication flows between health and social care colleagues to ensure individuals have every opportunity to remain within their own home/community, through ensuring safe, appropriate and effective hospital discharge arrangements are in place.

Be aware of and adhere to appropriate Council and University Health Board policies and procedures and work within relevant legislative frameworks.

Contribute to the planning, development and commissioning of services that support independence, reablement, safeguarding and inclusion.

Senior social work practitioners fulfil their duties, roles and responsibilities in line with those described for social workers (PLEASE SEE SEPARATE DOCUMENT, APPENDIX 1). However, they perform additional duties and functions which reflect their ability to undertake social work practice at its most complex level, as described below.

**SPECIFIC RESPONSIBILITY**

In the absence of the Team Manager, manage the day to day activities of the service, including ensuring all shifts are covered and all assessments completed in an appropriate and professional manner.

Ensure staff within the service understand strengths based approaches and operate outcome focussed assessment principles to ascertain individual and carers strengths and recommend the most appropriate community support and/or service.

Promote active participation of service users and carers in all aspects of assessment, response and review arrangements.

Contribute to the development of outcome focused citizen directed services that provide greater control for the individual.

Utilise the resources within a multi competency team to deliver innovative, creative and practical solutions within the service to enable change and improvement to take place.

Support the Team Manager in providing support, advice and training to the team and other appropriate departments, services to initiate cultural change, raising
awareness of the benefits of integrated multi competency working to support independence.

Undertake a lead role with team members in respect of complex cases where more specialist skills, knowledge or experience is required.

Ensure the initial communication link between Assessors (both internal and external) and Service delivery is professional and act as a professional source of knowledge for health, council and partner agency staff.

Ensure requests are responded to appropriately and that staff within the team are able to offer constructive challenge when appropriate to do so.

Maintain knowledge of national and local developments including the Social Services and Well-being Act and the field of Integrated Care and the reablement agenda.

Identify, record and raise areas of potential service deficit in order to inform strategic thinking and future direction.

Ensure that the Council and University Health Board meets its responsibilities under legislation in discharging it's assessment and response functions.

In line with departmental procedures and all Wales guidance ensure the Council and University Health Board meet responsibilities for safeguarding vulnerable people.

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

• Carrying the most complex caseload within a service area
• Acting as a resource for staff and management to provide expert professional advice on individual cases
• 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
• 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
• 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 the Care Council for 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, Community Care 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.

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.

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**

**Accessing Personal Social Services**

- Engaging in a structured conversation with those making initial enquiry of the service and evaluating any information given.
- Giving information, advice/and or sign-posting to other services
- Apply criteria to make a judgement on whether a referral is appropriate
- Assessing urgency of response required to a referral
- Assessing initial level of priority of a referral
- Making initial enquiries, e.g. other agencies, contacts
- Accurately and fully recording referral information in accordance with departmental procedures
- Ensuring the timely transfer of referral information in accordance with departmental procedures and time scales
- Safeguarding the welfare of a vulnerable person at immediate risk of harm

**Assessment of Need**

- Evaluating the nature of possible needs based on referral information and any previous records
- Making enquiries, e.g. inter-agency contact
- To identify the risk of abuse, failure to protect, harm to self or others and assess the need for intervention in such situations
- Safeguarding the welfare of a vulnerable person at risk of harm
- Making arrangements for an appointment and/or visit for assessment
- Engaging in direct work with service user and carer/s to carry out initial assessment
- Engaging in direct work with service user and carer/s to carry out core/comprehensive assessment
- 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
- Agreeing the range of needs with service users and carer/s
• Considering with service user and carers, options to best meet agreed needs and assist in making informed decision
• Adopting a creative and holistic approach whilst exploring options
• Seeking to maximise the financial and material resources available to service users from all possible sources
• Recording unmet need
• Collating the findings of the assessment and completing assessment documentation in accordance with statutory guidance, legislation and departmental procedures and time-scales
• Preparing court and other specialist reports in the required format
• Ensuring that case file recording is completed in accordance with departmental policy and procedures and policy
• Ensuring that electronically held records are completed and/or updated in accordance with departmental policy and procedures
• Convening an/or attending inter-agency meetings/liaison, e.g. case conferences, strategy meetings

Planning and Managing Care
• Promote the empowerment of service user and carer/s through agreeing desired outcomes that promote self determination
• Agreeing a range of services to meet needs with service user and carer/s
• Obtaining managerial agreement to plan
• Negotiating, arranging and confirming resources with service providers to meet needs
• Recording and disseminating care plan in accordance with statutory requirements, legislation and departmental procedures
• Completing commissioning/contracting documentation in accordance with departmental policy and time scales
• Ensuring that case file recording is completed in accordance with departmental policy and procedures
• Ensuring that electronically held records are completed and/or updated in accordance with departmental policy and procedures
• Convening and/or attending inter-agency meetings/liaison, e.g. case conferences , planning meetings
• To identify the risk of abuse, failure to protect, harm to self or others and assess the need for intervention in such situations
• Participating in statutory processes to promote and protect the well-being of vulnerable children and/or adults including investigation where appropriate
• 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.

Monitoring and Reviewing Provision

- Delegating monitoring task (if appropriate) to another individual, e.g. care provider
- Liaising with other professionals and contacts to ensure on going appropriateness of the Care and Support plan
- Engaging directly with service user and carer/s to update assessment of need
- Ensuring that case file recording is completed in accordance with departmental policy and procedures

Arranging and co-ordinating review of the Care and Support Plan

- Engaging directly with service user/families/carers/ in the review of the Care and Support Plan and agreeing changes where necessary
- Negotiating and agreeing changes to plan with providers and other agencies involved
- Completing review documentation in accordance with departmental policy and time scales
- Ensuring that case file recording is completed in accordance with departmental policy and procedures
- Ensuring that service users are aware of complaints procedures and advocacy services

Managing Workload

- Timely administration of all aspects of caseload to ensure that the recorded caseload fairly reflects work done
- Preparing and engaging in professional supervision with line manager
- Establishing and maintaining good working relationships with colleagues
- Identifying and addressing areas for professional development and training.
- Completing appropriate documentation, e.g. agenda/minutes of supervision
- Agreeing action plan

Maintaining and Developing Professional Competence

- As a registered social worker the individual practitioner is required to demonstrate Continuing Professional Development that will meet the requirements of the Care Council for 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.
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.

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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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<td><strong>KNOWLEDGE / EDUCATION</strong></td>
<td>A recognised professional Social Work qualification, e.g. Degree in Social Work, Dip S.W., C.Q.S.W., CSS or recognised predecessor. Be registered to practice with the Care Council for Wales as a ‘Social Worker’</td>
<td>Management qualification, e.g. D.M.S., C.M.S. Post-qualifying award Ability to speak Welsh (or willingness to learn).</td>
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<td><strong>EXPERIENCE</strong></td>
<td>At least three years’ post-qualifying experience in a care management role Wide ranging knowledge of the legislative framework pertinent to Social Care and NHS functions. Experience of dealing with complex individual cases and/or situations. Experience of meeting deadlines in a busy environment</td>
<td>Experience in a supervisory role Experience of working in a multi-disciplinary/agency way.</td>
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<td><strong>COMPETENCIES</strong></td>
<td>Community and Social Care Competency Framework</td>
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| 1. **Working with Partners** | Works to overcome conflicting viewpoints for the best interest of the Service User.  
Ensures that everyone has a clear idea of what their roles are and what they are trying to achieve. |   |
| 2. **Working with Team Members** | Recognises that all members of the team have different skills and experiences that can be drawn on.  
Contributes to a strong team spirit of shared responsibility and co-operation. |   |
| 3. **Communicating Effectively** | Is able to deliver difficult messages sensitively.  
Keeps a flow of information going to allow quick resolution of issues or queries. |   |
| 4. **Looking After the Service Users’ Best Interests** | Has ascertained that the service user is aware of the risks involved (capacity).  
Is able to analyse, summarise and record the situation for / with the service user effectively taking into account potential barriers. |   |
| 5. **Earning Service Users’ Trust** | Is person centred and empathic in responding to individuals’ emotional and psychological wellbeing.  
Actions agreed with Service Users are always acted upon. |   |
| 6. **Working with Change** | Encourages and supports others when they put forward their suggestions and new ideas  
Is able to ‘sell’ positive aspects of change to others. |   |
| 7. **Achieving Results** | Takes responsibility.  
Demonstrates professional competence and consistently delivers high-quality outcomes. |   |
| 8. **Encouraging Professional Development** | Participates in regular reviews and supervisions to identify goals and areas for development.  
Continually actively reviews their own development, identifying opportunities to progress. |   |
| SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS | Continuous Registration with Care Council for Wales  
The ability to speak Welsh or willingness to learn is desirable. |