

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY AND CHILDREN'S SERVICES
Division:	CHILDREN'S SERVICES
Section:	EARLY INTERVENTION
Sub Section:	EMERGENCY DUTY TEAM
Post Title:	SOCIAL WORK PRACTITIONER (EMERGENCY DUTY TEAM)
Vision Post Number:	333
Grade:	13
Responsible to:	TEAM MANAGER 332
Posts Reporting to this Post:	N/A
Team:	EMERGENCY DUTY TEAM
DBS Required Level:	ENHANCED
Location:	MASH (PONTYPRIDD POLICE STATION)
Date of Description:	AUGUST 2018

KEY OBJECTIVES

To provide a generic emergency service outside of normal working hours to the Boroughs of Rhondda Cynon Taf, Bridgend and Merthyr Tydfil. The scope of the role includes children and young people and vulnerable adults.

Emergency Duty Team Social Work Practitioners fulfil their duties, roles and responsibilities in line with those described for social workers (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

The core components of the Social Work Practitioner role include:

- Assess and analyse in order to make sound risk assessments in a crisis
- Undertaking AMHP duties, leading joint investigations of child abuse and vulnerable adults
- Acting as a resource for staff and management to provide expert professional advice on individual cases
- Chairing and involvement in 'strategy' and other case meetings
- Promoting high standards of professional practice including the importance of good record keeping, ICT competence (e.g. SWIFT, Draig, ICS) and prompt and effective handover to daytime services
- 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. Mental Health, Child Protection, and vulnerable adults

Local needs, structures and skill mix arrangements should not compromise the ability of social work practitioners to fulfil their roles. Their duties and responsibilities must centre on practice, coaching and mentoring. Where Councils determine that other social work related functions need additional capacity, this should be addressed via other staffing arrangements. However, it is understood that 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 may 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 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

APPENDIX 1

OVERALL RESPONSIBILITIES GENERIC TO ALL RHONDDA CYNON TAF SENIOR PRACTITIONER AND SOCIAL WORKER POSTS

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, independence and choice for service users and their carers
- decisions about allocating scarce resources are made, the Council 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

SPECIFIC RESPONSIBILITIES GENERIC TO ALL RHONDDA CYNON TAF SENIOR PRACTITIONER AND SOCIAL WORKER POSTS

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 service access 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
- 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 support 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 decisions
- 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 independence
- 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 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 Plan
- Engaging directly with service user/families/carers/ in the review of the Care 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 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.
- Social Workers 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
- Following a minimum two years post qualification practice and as a career and developmental opportunity, may as mutually agreed with the Council undertake Approved MHP Award and subsequently practice as an AMHP.
- Following a minimum two years post qualification practice and as a career and developmental opportunity, may as mutually agreed with the Council undertake the practice teaching qualification and subsequently act as a Practice Teacher/Assessor

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.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<p>Professional Social Work qualification e.g. Degree in Social Work, Diploma in Social Work, CQSW, CSS.</p> <p>Knowledge of relevant legislation e.g. NHS and Community Care Act 1990, Children Act, Criminal Justice Act, Adoption Act, Crime and Disorder Act., Mental Health Act.</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 www.rctcbc.gov.uk/WelshSkills.</p>	<p>Possession of the full PQ award PQ1 – 6. Where applicants do not possess this, a firm commitment to achieve the award within a specific time frame is essential.</p> <p>Hold a professional Development qualification e.g. Practice Teachers Award, PQ6, NVQ Assessor Award</p> <p>Approved Mental Health Practitioner status.</p> <p>Welsh Language Level 2-level 5. For detail 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>
EXPERIENCE	<p>Three years post qualifying experience in Social Work.</p> <p>Experience or an interest in working with children and young people and vulnerable adults.</p>	<p>Access to suitable transport to undertake the duties of the role.</p>
COMPETENCIES	Middle Management Competency Framework	
Working in Partnerships & Teams	<p>Understands and promotes the benefits of working with others towards achieving objectives.</p> <p>Puts forward their own position but compromises when necessary in order to move forward.</p>	
Communicating Effectively	<p>Gets the right messages to the right people quickly and keeps people informed.</p> <p>Makes communications clear, articulate and easy to understand.</p>	

Managing Change	<p>Takes on new challenges, processes and procedures; moves out of their comfort zone.</p> <p>Shows that they understand how people feel during change and supports them through it.</p>
Implementing Strategy	<p>Has a good and up to date knowledge of relevant statutory duties and legislation for their area.</p> <p>Ensures that staff understand how their role actively contributes to delivering the strategy.</p>
Managing Resources	<p>Shows that they have a good understanding of team's workload and takes this into consideration when planning.</p> <p>Continually evaluates and responds to service needs to increase efficiency, quality and value of delivery (Workforce Planning).</p>
Achieving Results	<p>Knows when to stand by their decisions and when to be flexible.</p> <p>Is willing to 'go the extra mile' to complete important tasks.</p>
Focusing on Service Users	<p>Ensures services are accessible and are provided fairly.</p> <p>Genuinely and consistently aims to make a difference to the individual citizen.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Possession of the Approved Mental Health Practitioner Award (AMHP) is desirable.</p> <p>Satisfactory clearance of Non-Police Personnel Vetting to Level 3.</p> <p>Satisfactory enhanced DBS.</p> <p>Registration with Social Care Wales.</p>