

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY AND CHILDREN'S SERVICES
Division:	Adult Social Work Services
Section:	Care and Support Teams
Sub Section:	Care & Support Team West 1
Post Title:	Social Worker
Vision Post Number:	13004
Grade:	GR 11
Responsible to:	Team Manager
Posts Reporting to this Post:	None
Team:	Various
DBS Required Level:	Enhanced
Location:	Ty Elai
Date of Description:	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.**

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 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.

To identify the risk of abuse, failure to protect, harm to self or others and assess the need for intervention in such situations.



To act as a Best Interest Assessor under the Mental Capacity Act 2005 and to undertake training to enable you to do so.

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 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 an / 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
Where appropriate, ensuring that the Contract Monitoring review is carried out.

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 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.

Following a minimum of 2 years post qualifying experience and as a career development opportunity, may as mutually agreed with the Council undertake a post qualifying award and subsequently act as a Practice Teacher / Assessor.



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.

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>An appropriate qualification, e.g Degree in Social Work or recognised predecessor such as DipSW, C.Q.S.W</p> <p>Knowledge of legislation underpinning Community Care Services.</p> <p>Continuous Registration as a Social Worker with Social Care Wales (formerly the Care Council for 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 www.rctcbc.gov.uk/WelshSkills.</p>	<p>Understanding of how the community care division operates and knowledge of policies/procedures.</p> <p>Is trained as a Best Interest Assessor under the Mental Capacity Act 2005/willing to train.</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>
EXPERIENCE		Experience in care management role within a community care setting
COMPETENCIES	Community and Social Care Competency Framework	

Working with Partners	<p>Actively identifies partners and community networks that can be used for the benefit of the service user.</p> <p>Sees other partners as professionals, and is respectful towards them.</p> <p>Ensures that everyone has a clear idea of what their roles are and what they are trying to achieve.</p>
<p>Working with Team Members</p>	<p>Contributes to a strong team spirit of shared responsibility and co-operation.</p> <p>Builds lasting, positive & supportive relationships based on trust.</p>
Communicating Effectively	<p>Produces clear, accurate and up to date reports and records.</p> <p>Communicates clearly and concisely.</p> <p>Uses style of language that others (e.g. children, young people, community representatives, managers, professionals), can clearly understand.</p>
Looking After the Service Users' Best Interests	<p>Is able to look broadly at the options possible and works alongside the service users to seek out possibilities.</p> <p>Listens to the views of the service user, and includes those involved with the service users, to define the best ways forward.</p> <p>Plans for and resolves difficulties.</p>
<p>Earning Service Users' Trust</p>	<p>Is person centred and empathic in responding to individuals' emotional and psychological wellbeing.</p> <p>Respects Service Users' individuality, feelings and beliefs, their right to privacy and make choices.</p>
Working with Change	<p>Has creative and different ideas about how to move things forward in service areas.</p> <p>Is willing to try new ways of working and is flexible to them.</p>

Achieving Results	<p>Is positive and creative about what can be achieved with existing resources/budgets.</p> <p>Is able to work effectively when under pressure.</p> <p>Is flexible, can switch tasks/roles/priorities to deal with new demands, changes or new information.</p>
Encouraging Professional Development	<p>Continually actively reviews their own development, identifying opportunities to progress.</p> <p>Is open to alternative methods of development, e.g. training, coaching, reading, mentoring, experiential learning.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Professional qualification Degree in Social Work, DIPSW or equivalent.</p> <p>Continuous Registration as a Social Worker with Social Care Wales (formerly Care Council for Wales).</p>