

Role Title	Social Care Assistant (Generic Responsibilities)
Job Family	Children's Directorate
Pay Range / Scale	Indicative: Scale 6 (Subject to evaluation)
Purpose	
<p>Reporting to an advanced practitioner, the focus of the Social Care Assistant role will be to provide support to a social work team, helping them to deliver social work in line with statutory requirements and national legislation.</p> <p>This will be a varied role, with tasks ranging from direct engagement with children, young people and their families, assisting with assessments and case management and maintaining reports and records.</p> <p>This role is imperative in the support offered to vulnerable children and their families within our community, working with them to ensure they receive the care and resources they require.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Monitors and evaluates the implementation and effectiveness of children's plans in consultation with other key professionals reporting back to the Advanced Practitioner / Practice Team Manager about the outcomes achieved in accordance with Directorate requirements.</p> <p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable, and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.</p>	<p>Service users express satisfaction with service provided</p>

<p>Organise and maintain records and documents using the appropriate council process / system.</p>	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>
<p>Create document, reports, correspondence from the information provided, using standard formats and software</p>	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
<p>Database maintenance – access and update relevant databases and generate reports for management information.</p>	<p>Reports are accurate, complete and meaningful.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>Organise the monitoring and review of children receiving a regular package of services in a variety of settings, to ensure that individual plans are carried out within the relevant timescales. Make recommendations and improvements where appropriate.</p> <p>All policies and procedures are complied with.</p>

<p>Job Specific Accountabilities</p>	
<p>Under supervision from a Social Worker or Practice Manager to manage a caseload including</p>	<p>Accurate identification of people's eligible needs.</p>

<p>direct work with service users and carers.</p>	<p>Risk to the health, safety and wellbeing of service users and the public is effectively identified, recorded, evaluated and reduced.</p>
<p>Support the implementation of interventions and actions for allocated cases.</p>	<p>Engages directly with the children and families and provides supportive, targeted intervention to achieve identified outcomes.</p> <p>Completes timely children in need reviews to promote good outcomes in accordance with Directorate Policy and National Legislation.</p> <p>Manages and keeps a record of schedules of visits and contacts for appropriate children, to support in the smooth running of procedures within agreed guidelines to monitor the progress of the children concerned.</p> <p>Support to service users is provided to the required standards and timescales.</p> <p>Appropriate action is taken, in a timely manner, on any risks identified.</p> <p>Protection of vulnerable individuals</p> <p>Appropriate implementation of statutory duties where required.</p>
<p>Under supervision from a Social Worker or Practice Manager provide professional advice and guidance to colleagues and partner agencies supporting the relevant client group.</p>	<p>Professional advice and interpretation is provided on procedures, policy, legislation, systems, methods etc.</p> <p>Cases are escalated as appropriate.</p> <p>Represent the views of the service user and carer when appropriate.</p>
<p>Liaise internally and externally and work with colleagues from other agencies to ensure service users interests are supported.</p>	<p>Agreed clear, accurate and appropriate information is shared via the most appropriate channel.</p> <p>Timely actions are taken and are appropriate to the known circumstances.</p>
<p>Maintain properly documented case files, records and service user information. Prepare standard reports as required.</p>	<p>Clear record of actions, circumstances and decisions are provided.</p> <p>Information is managed in compliance with LBWF requirements, legislation and best practice.</p> <p>Audit and performance-manage cases as required.</p>
<p>Support others in their development.</p>	<p>Support the assessment of professional practice, of others to ensure required standards are achieved, offering guidance as appropriate.</p>

	<p>Identify any changes that may impact upon the service / profession.</p> <p>Contribute to the qualification and development of others (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, or providing feedback).</p>
<p>Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility.</p>	<p>Work complies with all safeguarding policies and procedures that apply to the role.</p> <p>Behaviours and actions support the safeguarding of children and young people as appropriate.</p>
<p>Proactively develop professional knowledge, skills and behaviours.</p>	<p>Take responsibility for identifying and pursuing own practice and development needs.</p> <p>Maintain an evidence log for achievement against objectives, behaviours and learning activities.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>To ensure a high quality of service is provided through effective performance management, identification of training needs and dissemination of best practice.</p>	<p>Ensure practice standards are met.</p> <p>Individual performance targets and throughput are adhered to and meet local guidelines</p> <p>Identify personal training needs with line manager.</p>
<p>All opportunities to prevent, reduce and delay access to social care services are taken</p>	<p>Provision of timely advice, information and signposting to relevant community resources.</p>
<p>Nature of Contacts</p>	
<p>The work has significant implications for the wellbeing of individuals. Professional colleagues, other providers and external agencies to gather and exchange information and co-ordinate actions.</p> <p>Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support children and young people and promote good practice.</p> <p>Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with children, young people and their families.</p>	

challenging behaviour and difficult situations.

Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

Procedural Context

To manage a complex and varied caseload under the supervision of a Social Worker or Practice Manager within a framework of policy and procedures. Flexibility to deal with the immediate situation and with access to professional supervision or line management for guidance. Subject to managerial control and review of results.

Unpredictable work environment – may involve visiting families in their homes or other settings to carry out or complete the assessment and develop appropriate plans. Likely to involve disruption to planned work in order to respond to situations requiring immediate decisions and action. May involve isolated working outside core hours and / or mobile working.

Contribute to the development and delivery of improvements in processes and procedures.

Key Facts and Figures

May have a number of cases running concurrently.
Appropriate DBS Clearance.

Resourcing

Budget Responsibilities: Nil
Supervisory Responsibilities: Nil

Knowledge, Skills and Experience

- Substantial relevant experience of working in social care, with evidence of work responsibilities appropriate to the role.
- Awareness of the Childrens Act 1989 and other relevant social care legislation
- Experience of multi-disciplinary and partnership working, and awareness of the issues involved.
- Ability to support and assist social workers in duties.
- Proven ability to work within challenging situations.
- Excellent interpersonal and communication skills (verbal and written).
- Literate and numerate with accurate record keeping and report writing.
- ICT skills including use of Microsoft applications
- Commitment to the Council's Equal Opportunities Policy
- Commitment to uphold and comply with the statutory provision of the Health and Safety at Work Act 1974 and any other relevant legislation or Council Policies and Procedures relating to Health and Safety at Work.
- Commitment to continuous professional development.

Indicative Qualifications

Education to GCSE level, including English and Maths to Grade C or equivalent
 To be proficient in the use of Microsoft Word, Excel and Outlook programs
 To have completed at least 6 months practical experience in a therapy or social care environment

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.