

Role Title	Social worker
Job Family	Adult Social Care
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO1-PO4
Purpose <p>Reporting to a Team/Practice Manager, the social worker in ASC will provide a professional social work service to adults, their families, and carers in accordance with the requirements outlined in the Care Act. Engage with individuals, families, groups and communities to assess and intervene, using a strength-based approach and professional judgement to employ a range of interventions promoting choice, control, wellbeing and independence.</p> <p>To demonstrate effective practice in assessing and managing varying levels of risk and complexity, striking a balance between support and control and liaising with a wide range of professionals in a multidisciplinary setting.</p> <p>To be a member of one of the following social work teams in Adult Social Care:</p> <ul style="list-style-type: none"> ▪ Community Active Recovery Team (CART) – (Willow House, London E17 4UH) ▪ Hospital Active Recovery Team (HART) – (Whipps Cross Hospital, London E11 1NR) ▪ Adult Care Management Team (ACMT) - (Waltham Forest Town Hall, Walthamstow, E17 4JF) ▪ Adult Review Team - (Waltham Forest Town Hall, Walthamstow, E17 4JF) ▪ Mental Health Team – (Jane Atkinson Health & Wellbeing centre - Walthamstow E17 3HP) ▪ Community Learning Disability Team – (Coleridge Rd - London E17 6QU) 	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation

appropriate.	<p>are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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.	Work is carried out in a way that is safe and without risks to health.
PO1 – PO3	
Job Specific Accountabilities:	
Proactively identify opportunities to prevent, reduce and delay access to social care services and maximise residents' ability to maintain their independence	<p>Individual assets, community resources, relevant technology and/or equipment are fully utilised in the provision of care and support services to promote client wellbeing and independence</p> <p>Residents in need of care and support are provided with advice and information and/or signposted to the relevant community resources in a timely way</p> <p>Continuity of social care/ reablement services is provided where appropriate</p> <p>Value for money is achieved and cases are escalated as appropriate</p>
Demonstrate effective casework management and high quality, impactful and legally compliant social care practice	<p>Assessments/reviews/support plans (including joint assessments undertaken with health colleagues where appropriate) are completed within the required timescales and effectively meet the care and support needs identified</p> <p>Assessments/reviews/support plans are person-led, outcomes focused, strengths-based and comply with the relevant legislation and practice standards (Care Act, Mental Capacity Act etc)</p> <p>The views and needs of families and carers are routinely considered and clearly evidenced within the assessment/review/support planning process</p> <p>Professional judgement and decision-making skills are used, including where there is hostility and risk; and a range of interventions/services considered to best promote client independence and safety (funding for services is negotiated where appropriate)</p> <p>Analysis and professional judgements are clearly recorded on the Case Management System. Case work records are</p>

	accurate and up to date
Ensure the implementation of Making Safeguarding Personal (MSP)	<p>Interventions are developed and implemented (including more complex cases) that prevent deterioration in health and wellbeing whilst effectively safeguarding adults at risk of abuse or neglect</p> <p>Practice complies with local and national safeguarding statutes and guidance</p>
Identify and pursue Continuing Professional Development (CPD) needs	<p>The relevant learning and development opportunities (formal and informal) are fully utilised</p> <p>CPD log is regularly updated to reflect the acquisition of new knowledge, skills and behaviours</p>
PO4	
Job Specific Accountabilities:	
Demonstrate strong/advanced level of experience in assessing the complex care and support needs of clients	<p>Skilled, specialised and impactful social work interventions are developed to respond effectively to some of the most challenging and complex levels of need</p> <p>A critical knowledge of the range of theories and models for social work intervention is clearly evidenced in professional practice</p> <p>A minimum of 2 years post qualification experience can be evidenced, including working with a high number of complex cases concurrently</p> <p>A resilient and agile approach is taken to work effectively in a challenging and fast paced environment</p>
Support Practice Managers and Team Managers to identify and implement improvements/ efficiencies to processes and practice and contribute to the positive direction of the service	<p>Areas of poor practice are identified through a range of quality assurance activities, and the appropriate remedial action is taken</p> <p>An advanced knowledge of the relevant legislation can be clearly demonstrated</p> <p>The relationship between legislative change (current and future) and the implications for social work practice are well understood</p> <p>Inclusive and anti-oppressive practice is modelled, and any issues of concern are challenged</p>
Proactively identify opportunities to contribute to practice expectations and develop/ enhance the professional	Take the role of Practice Educator (or attend the relevant training) for social work students as and when required

practice of others	<p>Take the role of ASYE assessor and supervisor for newly qualified social workers as and when required</p> <p>Research is used to inform practice and expert professional knowledge is shared (formally and informally) through the relevant events, networks, and forums</p> <p>Professional supervision is provided to qualified social workers on a delegated basis. Less experienced social work staff are effectively mentored</p> <p>A vibrant learning culture is promoted and sustained</p>
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Nature of Contacts

Typically involves direct contact with adults in need of care and support, social workers, social care support staff, practice managers, team managers and other senior colleagues across the authority, and external agencies/organisations providing advice.

Work directly with colleagues (internal and external), other providers and external agencies to gather and exchange information and co-ordinate actions in a multidisciplinary setting.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Interact with people at all levels confidently, sensitively, and diplomatically.

Provide specialist advice, guidance, and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Manage the care and support needs of adult residents (including complex/high risk) within the relevant statutory, legislative, and regulatory framework/s

Ability to exercise expert professional judgement to respond to identified levels of need (varying levels of complexity) and mitigate any risks to client wellbeing and safety. Design and develop innovative solutions which enhance the quality and positive impact of social work services and reputation of the council

Key Facts and Figures

- Reports to Practice Manager

Resourcing

Budget Responsibilities: No

Supervisory Responsibilities: Yes (as and when required)

Knowledge, Skills and Experience (PO1 – PO3)

- Relevant professional qualification and Social Work England (SWE) registration
- Successful completion of the ASYE programme
- Knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services
- Understanding of the principles of confidentiality and information governance and how these apply to social care
- Understanding of diversity and how it affects practice
- Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication.
- Ability to effectively engage with people in complex situations both short-term and building professional relationships over time
- Ability to engage in difficult conversations in challenging situations and with people who may be resistant
- Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way
- Ability to make skilled professional judgement for interventions including in crises and in response to challenge
- Ability to develop partnership relationships to work effectively in a multi-agency and multidisciplinary environment, demonstrating mutual professional regard and a collaborative approach to person centred working
- Competent in the use of ICT skills
- Competent use of basic numeracy skills and the ability to contribute to monitoring discussions regarding the use of budgets and resources

Knowledge, Skills and Experience (PO4)

- Any other, additional PQ qualification related to social work
- Significant post qualification professional experience (minimum of 2 years) working in a social care or community focussed multi-disciplinary setting, as a qualified social worker
- Knowledge, skills and experience in a specialised area of social work practice
- Ability to offer expert opinion in the team, and to other professionals and organisations
- Ability to chair meetings, deputise when required and offer expert support at case

meetings

- Advanced ICT skills
- Ability to understand and take account of differentials in power, and use authority appropriately
- A detailed and applied knowledge of Continuing Health Care
- Experience of undertaking safeguarding enquiries, and of completing mental capacity assessments and best interest decisions under the Mental Capacity Act
- Established, or willing to train, as a Practice Educator, and as part of the supervision and appraisal process provide support with personal and professional development to colleagues
- Experience of providing professional reflective supervision
- Evidence engagement in Continuing Professional Development (CPD)

Indicative Qualifications

Professional registration with Social Work England (SWE)

Degree or equivalent

Evidence of Continuous Professional Development

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.