

## Role Profile



<b>Job Title:</b> Experience Social Worker	<b>Role Profile Number:</b> SBC_11713
<b>Level:</b> 10	<b>Date Prepared:</b> May 2019 <b>Date Updated:</b> February 2023
<b>Directorate/Group:</b> Adults Social Care	<b>Reporting to:</b> Assistant Team Manager/Team Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To uphold standards of practice for social workers as defined by the Health and Care Professions Council and in accordance with the BASW Professional Capabilities Framework for Social Workers.

To practice in accordance with the BASW Professional Capabilities Framework for Social Workers (the national occupational standards for the profession) at the level of Experienced Social Worker.

Practitioners working in line with the Experienced Social Worker level of the Professional Capabilities Framework (PCF) are more autonomous in their role than at lower levels of the PCF.

They are expected to demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals, including more senior levels. They manage complex caseloads, and offer expert opinion within the organisation and to others. They chair a range of meetings, offer expert support to case conferences, and produce high quality assessments and reports for a range of functions. They model good practice, setting expectations for others. They start to take responsibility and be accountable for the practice of others, mentoring newly qualified social workers, and supervising the work of junior staff. They undertake capacity-building with individuals, families, communities, user groups and voluntary organisations, and contribute their views on service provision to commissioners.

### Key Accountabilities

- To undertake complex person-centred assessments (including assessment of mental capacity where appropriate) with individuals and to plan for the provision of support and / or services with individuals in order to assist them meet their outcomes and to live as independently as possible.
- To support carers to continue in their role in complex situations.

- To ensure accurate and timely recording of all information and activity onto the social care records database in accordance with work targets set by the Team Manager and Supervisor.
- To gather sufficient information about individuals in order to assess their needs against eligibility criteria.
- To contribute to local knowledge (within the team and the service) about universally available services, including what is available within the voluntary and community sector, as well as the Department's commissioned and contracted services and to signpost/advocate for individuals accordingly.
- To have advanced skills and knowledge in assessment, support planning and the management of risks for individuals and to be able to apply Council policy and support individuals to manage risk appropriately.
- To practice in line with legal requirements, demonstrating a detailed understanding of the Care Act, Mental Capacity Act and Continuing Health Care guidance.
- To undertake Best Interests decision making, including convening and chairing Best Interests meetings to fulfil legal requirements of the Mental Capacity Act 2005.
- To advise, guide and support colleagues to meet legal, procedure and practice requirements
- To identify where adults may be at risk and to act in accordance with the Department's safeguarding policies and procedures.
- To undertake the role of Investigating Officer, and Investigating Manager including Section 42 (Care Act) enquiries and multi-agency working in accordance with Swindon multi-agency policies and procedures for safeguarding adults, including gathering and analysing complex information and associated risks, and making recommendations in relation to Adult Protection Plans.
- To carry out one to one supervision once a month with allocated staff in line with the Post Qualifying Standards for Social Work Supervisors ensuring that supervision is timely and recorded and that any practice concerns are communicated to senior staff/line managers (Adult Services only).
- To take on formal assessor role for newly qualified social workers undertaking the Assessed and Supported Year (ASYE).
- To participate in Practice Education Professional Standards (PEPS) training and undertake placement supervision of student social workers.
- To represent the council in multi-disciplinary working with health, police and other colleagues, working collaboratively to ensure effective communication / information sharing and to support decision making processes.
- To write reports for court hearings and to present evidence in court, including Court of Protection and High Court.
- To ensure that Council corporate and departmental policies and procedures are followed at all times.
- To contribute proactively to the effective working of the team with a positive attitude, by sharing knowledge, offering advice and support and by preparedness to be involved in the development of services.
- To take the lead in organising and conducting peer group developmental sessions within the team and across teams as required.
- To fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.

- To be an ambassador for the Council and the department at all times, always representing the Council positively, professionally and appropriately at meetings with individuals, external partners and agencies
- Commitment to anti-discriminatory and oppressive practice

### **Supplementary Accountabilities (Adult Services)**

- To provide statutory support to adults with care and support needs and their carers / families, which includes information and advice, assessment, support planning and safeguarding.
- Working with older people with short and long term and complex needs providing care and support to enable people to be as independent as possible. This could include people with Learning Disabilities, Autism, physical and Mental health disabilities.
- To comply with legal framework for social care in line with personalisation principles, which aim to put individuals, families and communities at the heart of care and wellbeing, and in doing so strengthen relationships between members of that community and build social capital.
- To operate within defined budgets for social care.
- To work in partnership and liaison with partners including primary, secondary and tertiary health care and with voluntary sector organisations.
- When working with families recognise monitor and assess risk. To ensure information about risk is escalated to managers in a timely manner.

### **Safeguarding**

For all roles within Adult Social Services. Swindon Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.

All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon LSCB Multi-Agency Threshold Guidance is aimed at every agency, statutory, voluntary, private and independent which works directly or indirectly with children, young people and families. The purpose of this guidance is to help agencies identify a child's degree of need and respond appropriately. The threshold document includes: The assessment framework to determine and decide when a case should be referred to the local authority children's service

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Proven track record of strengths-based social work with adults, including the safeguarding of adults.
- Extensive knowledge of health and social care and other relevant legislation policies and Guidance.
- Evidenced experience of professional and personal development following achievement of professional qualification, likely to be a minimum of 2 years post-qualification.
- Evidence of giving formal supervision.
- Well-developed interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- Ability to utilise a range of Microsoft and electronic social care record software.
- A self-starter, a well organised person who is passionate about delivery of high quality person - centric services.
- Ability to work with others in a developmental way.
- Must be able to write clear, complex and accurate reports.
- Some relevant professional experience post qualification in a similar work environment.
- Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism.
- Experience of multi-disciplinary and partnership working and awareness of the issues Involved.
- Planning and workload management skills.
- Experience of giving formal supervision and appraisal.
- Proven assessment and investigation skills appropriate to the scope of the role. Ability to carry out complex client assessments.
- Experience of using professional knowledge to work within referral systems according to established criteria.
- Proven ability to work with challenging client groups and situations.
- Excellent interpersonal and communication skills.
- Proven ability to deliver training.
- Accurate record keeping and report writing.
- Good presentational skills.
- Knowledge of financial assessment processes.
- You must be fluent in the English language (as a requirement of Part 7 of the Immigration Act - for the effective performance of a client-facing role).

## **Qualifications**

- Qualified Social Worker, Degree in relevant profession with evidence of post qualifying learning and development.
- Social Work England registered.

- Post graduate qualification in a relevant area, e.g. Practice Educator or Best Interests Assessor or Approved Mental Health Professional.
- Good IT skills, able to use Word, Excel, E-mail and relevant Care Management Data Bases, be able to access information digitally and to promote use of self-help via digital platforms.

### **Decision Making**

- Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.
- Assess the options and take appropriate action, where only general guidelines exist.
- Make appropriate decisions to ensure outcomes are achieved which serve the best needs of individuals and as a consequence can result in improved services.
- Understand that the consequences of the decisions will have a material effect on the service.
- Conduct assessments of clients' circumstances and issues to determine intervention or referral to the appropriate service.
- Ensure appropriate support/care plans are developed and that considerations are made to the cost effectiveness of these plans.
- Provide advice and guidance on complex issues which could be contentious and challenging in nature.
- Assess and manage higher levels of risk that involve multi-agency input, complex family dynamics, serious hostility and conflicts of interest.
- Critically track actions and care planning outcomes to ensure good outcomes for children.

### **Creativity and Innovation**

- Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues.
- Identify areas where improvements could be made within own role.
- Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results.
- Plan and implement interventions and actions for allocated cases. Monitor and review cases and undertake less complex casework.
- Assist in more complex cases under supervision, or where appropriate shadowing experienced colleagues.
- Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.
- Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.
- Contribute to long term strategies.
- Responsible for professional advice, assessments or referrals, ensuring interventions are timely

and cost effective.

- Manage a complex and varied caseload within a framework of policy and procedures –subject to managerial control and review of results.
- Research information to support and develop services for the client group.
- Prepare standard reports and contribute to reports for court / tribunals as required, representing the service at court / tribunal attendance as required.
- Assess and oversee adaptation work including advice and demonstration of specialist equipment to individuals (Adult Services only).

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"><li>• None Directly Managed, requirement to support junior members of staff.</li></ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"><li>• To provide professional advice to Junior staff</li><li>• To review Junior staff work and advise on decision making</li></ul>	<p><b>Budget Holder Responsibility</b></p>          <p><b>Asset Responsibility</b></p>	<p>No</p>
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### **Contacts and Relationships**

*(How the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Provide more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and co-ordinate actions and interventions where required.
- Support or guide colleagues / individuals / stakeholders on issues relevant to the service area.
- Deal with people at all levels confidently, sensitively and diplomatically.
- Be first point of contact on a range of queries from internal / external people, will be dealing with challenging situations where influence could be required.
- Support parents or carers regarding development issues including complex problems.
  - Contacts will include: Colleagues, senior managers, partners, Individuals, members of the public, and stakeholders.